

WITHOUT PREJUDICE SAVE AS TO COSTS

David Chen
14 Maple Street
Birmingham
B12 4RT

[Date]

Greenfield Properties Ltd
88 Corporation Street
Birmingham
B2 4LP

Reference: Tenancy Agreement for 14 Maple Street, Birmingham, B12 4RT

Subject: Urgent Repair of Boiler and Provision of Heating and Hot Water

Dear Sir/Madam,

I am writing to you regarding the persistent and unacceptable failure to repair the boiler at my rented property, 14 Maple Street, Birmingham, B12 4RT, which has resulted in a complete lack of heating and hot water for an extended period. This situation constitutes a breach of your obligations as my landlord under both our tenancy agreement and statutory law.

For clarity, I wish to outline the timeline of events concerning this critical issue:

- **1st November 2023:** The boiler ceased to function, leaving the property without heating or hot water. I immediately reported this issue to you in writing via email.
- **3rd November 2023:** I sent a follow-up email, reiterating the urgency of the situation and the impact on my living conditions, particularly given the onset of colder weather.
- **15th November 2023:** Having received no substantive response or repair action, I sent a third written communication, expressing my significant concern and reminding you of your responsibilities.
- **Present Date:** Despite these repeated communications, the boiler remains unrepaired, and I have been without heating and hot water for six weeks.

Your failure to address this fundamental repair constitutes a clear breach of your statutory duty under Section 11 of the Landlord and Tenant Act 1985. This section explicitly states that a landlord is under an obligation to keep in repair the structure and exterior of the dwelling-house and to keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity) and for space heating and heating water. The absence of a functioning boiler directly contravenes this legal requirement.

The prolonged lack of heating and hot water during the months of November and December has caused significant distress, discomfort, and inconvenience. It has rendered the property uninhabitable to a reasonable standard and has had a detrimental impact on my health and well-being.

I therefore demand that you take immediate action to rectify this situation. Specifically, I require the boiler to be fully repaired and restored to proper working order, providing both heating and hot water, within **14 days** from the date of this letter.

Please be advised that if the boiler is not fully repaired within this stipulated timeframe, I will have no option but to consider all available legal remedies. This may include, but is not limited to, reporting the matter to Birmingham City Council's Environmental Health Department, pursuing a claim through the Housing Tribunal for a Rent Repayment Order, and/or initiating proceedings in the Small Claims Court to seek compensation for the breach of contract and statutory duty, and for the damages incurred as a result of your inaction.

I trust that you will treat this matter with the seriousness and urgency it deserves and take immediate steps to resolve the issue. I look forward to your prompt confirmation of the action you intend to take.

Yours faithfully,

David Chen

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