

Maintenance & Emergencies

Keeping your property safe and well-maintained protects both your investment and your tenants — and it's a legal duty. This guide explains how we handle day-to-day repairs and out-of-hours emergencies, and who is responsible for what.

How we prioritise repairs

Priority	Examples	Typical response
Emergency	Gas leak or smell of gas, burst pipe or major leak, total loss of heating or hot water (especially in cold weather or for vulnerable tenants), total power loss, sewage/flooding, or a property left insecure after a break-in.	Made safe immediately via our out-of-hours line; a contractor attends urgently.
Urgent	Partial loss of heating, a contained leak, a faulty essential appliance, a blocked drain or a security issue that isn't immediately dangerous.	Attended, wherever possible, within around 24 hours.
Routine	A dripping tap, minor cosmetic damage, small non-essential repairs and general wear and tear.	Scheduled promptly with an approved contractor.

How everyday maintenance works

When a tenant reports an issue, we assess it, decide its priority and arrange a suitable, vetted contractor. To keep things moving without troubling you over every small job, we agree two things with you at the outset:

- A repair spend limit — we can instruct works up to an agreed amount without needing to check with you first; anything above it, we'll get your approval, with an estimate, before proceeding.
- A float — for managed properties we hold a small float (typically £500) so urgent works can be paid promptly, topped up from your rent as needed.

For anything beyond the limit, or where several quotes make sense, we obtain estimates for your consideration before going ahead. You always receive details of what was done and the cost on your statement.

Emergencies and out-of-hours

An emergency is anything that puts people, the property or security at immediate risk. Managed tenants have access to an out-of-hours contact so a genuine emergency can be made safe at any time — for example isolating a leak, capping a gas supply (via the emergency service), or securing a door. We deal with the immediate danger first, then arrange the full repair and keep you informed. A smell of gas should always be reported straight to the National Gas Emergency Service on 0800 111 999.

Who is responsible for what

Your responsibilities as landlord

Under Section 11 of the Landlord and Tenant Act 1985 you are responsible for keeping in repair the structure and exterior of the property and the installations for the supply of water, gas, electricity, sanitation, and space and water heating. The property must also remain fit for human habitation and free from serious hazards throughout the tenancy. New timescales under 'Awaab's Law' mean damp, mould and other serious hazards must be investigated and dealt with promptly — so quick action on reported problems is now a legal expectation, not just good practice.

Your tenant's responsibilities

Tenants are expected to use the property responsibly, keep it reasonably clean and ventilated, deal with minor upkeep such as replacing bulbs, report problems promptly, and avoid causing damage. Where damage is caused by the tenant rather than fair wear and tear, the cost can be recovered — usually from the deposit at the end of the tenancy.

Keeping costs down

The cheapest repair is the one you avoid. Regular inspections catch small issues — a minor leak, early damp, a worn seal — before they turn into expensive damage, and keeping gas, electrical and other servicing up to date prevents breakdowns and keeps you compliant. We'll always aim to repair rather than replace where it's sensible, and use trusted contractors at competitive rates.

How Bright Hill Properties helps

On our management service we handle the whole process for you — taking tenant reports, triaging emergencies day and night, instructing vetted contractors within your agreed limit, keeping you informed on anything larger, and making sure your repairing and safety duties are met. You get a well-looked-after property and settled tenants, without the phone calls.

This is a general overview for landlords in England, correct to the best of our knowledge as at 2026. Service levels and response times depend on the management service and circumstances. Bright Hill Properties is the trading name of Bright Hill Properties Limited, registered in England and Wales, Company No. 11566868.