

Repair log and evidence checklist

For council and housing association tenants in England and Wales

This is your document

It is a free template for you to keep. Fill it in yourself:

- on your computer: type into the boxes and save a copy, or
- on paper: print it and write by hand.

How to use it

- Fill in "About your home" and "Problems in my home" once.
- Add a line to the repair log every time you report, chase, get a call or have a visit. Do it the same day, while it is fresh.
- Short notes are fine. Dates matter most.
- Use the evidence checklist to keep track of what you have.

If something is dangerous right now, deal with that first

You smell gas: call the National Gas Emergency Service on 0800 111 999.

Electrics sparking, smoking or wet, water pouring in, or a ceiling bulging: keep away and call your landlord's emergency repairs line.

Someone is in danger: call 999.

Damp or mould affecting your health: speak to your GP or call NHS 111. Tell them about your home.

About your home

Address of the home that needs repairs	
Your landlord The name of your council or housing association	
Tenancy or rent reference Often on your rent statement	
Landlord repairs line and email Including the emergency repairs number	
Date you first noticed the problems	

Problems in my home

Tick everything you have. Write where it is and how bad it is. For example: "Black mould, back bedroom wall behind the bed, about 1 metre wide, getting worse."

Problem	Tick	Where it is, and how bad
Damp	☐	
Mould	☐	
Leaks or water coming in	☐	
Heating or hot water not working	☐	
Electrical problems	☐	
Windows, doors or locks	☐	
Mice, rats or other pests	☐	
Cracks or damage to walls, ceilings, floors or stairs	☐	
Something else	☐	

Repair log

One line for every report, chase, phone call, letter, email or visit. The first row is an example.

Date	What happened	Who you dealt with	How (phone, email, form, visit)	Reference number	What they promised	What happened next
3 March	Reported black mould in back bedroom	Repairs team	Online form	RP-12345	Inspection within 10 working days	No one came. Chased by email 14 March.

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Photo and video record

Take a wide photo of the room and a close-up of the problem. Put a coin or ruler next to it for size. Take new photos every 2 to 4 weeks from the same spot. Take photos before you clean or paint anything.

Date	Room	What it shows	Where it is saved
3 March	Back bedroom	Mould behind the bed, wide shot and close-up with a coin	Phone, and emailed to myself

Health, damaged things and extra costs

Note health problems you think are linked to your home, things that were damaged, and anything you had to buy or pay extra for.

FREE TOOLS FOR TENANTS

Date	What happened, or what you bought	Cost (if any)	Proof kept (receipt, GP note, photo)
10 March	Bought a dehumidifier for the bedroom	£40	Receipt in folder

Evidence checklist

Tick off what you have. Start now, even if you have not kept anything so far.

Photos and videos

- ☐ A wide photo of each room with a problem
- ☐ Close-ups, with a coin or ruler for size
- ☐ New photos every 2 to 4 weeks, from the same spot
- ☐ Copies saved somewhere safe, like an email to yourself

Messages and letters

- ☐ Every email, letter and text to and from your landlord
- ☐ Screenshots of online repair reports
- ☐ Notes of phone calls: date, time, who you spoke to, what they said

Visits

- ☐ Every inspection or repair visit: date, who came, what they did
- ☐ Visits that were missed or cancelled

Health

- ☐ Notes from your GP, hospital or pharmacy about health problems you think are linked to your home

Damaged things and extra costs

- ☐ Photos of damaged furniture, clothes or bedding, before you throw them away
- ☐ Receipts for things you had to buy
- ☐ Energy bills, if they went up because of the problem

If the repair is not done

You can take it further yourself, for free.

- 1. Chase it in writing.** Quote your reference number. Add it to your log.
- 2. Make a formal complaint.** Use your landlord's complaints process. Say clearly that it is a formal complaint.
- 3. Go to the ombudsman, for free.** If you are not happy at the end of your landlord's complaints process. England: Housing Ombudsman Service (housing-ombudsman.org.uk). Wales: Public Services Ombudsman for Wales (ombudsman.wales).

Keep paying your rent. Do not stop paying rent because of repairs. It can put your home at risk.

Free help and advice

Who	What they help with	Contact
Shelter (England)	Housing advice, including repairs	0808 800 4444
Shelter Cymru (Wales)	Housing advice in Wales	08000 495 495
Citizens Advice	Housing, money and more	England 0800 144 8848, Wales 0800 702 2020
Housing Ombudsman (England)	Complaints about council and housing association landlords	housing-ombudsman.org.uk
Public Services Ombudsman for Wales	Complaints about council and housing association landlords in Wales	ombudsman.wales
NHS 111	Health worries that are not an emergency	Call 111