



LANDLORD & PROPERTY MANAGER GUIDE

Plumbing Maintenance Responsibilities in Dubai

What Dubai's tenancy law actually says about who fixes what, and how to handle a repair request the right way.



The Short Answer

Under Dubai's tenancy law, the default position is that **the landlord is responsible for maintenance and repairs** unless the tenancy contract specifically states otherwise. This applies to plumbing the same way it applies to air conditioning, electrical systems, and structural issues.

Article 16, Law No. 26 of 2007 (Regulating the Relationship between Landlords and Tenants in the Emirate of Dubai): unless otherwise agreed by the parties, the landlord is responsible during the lease term for the property's maintenance works and for repairing any defect or damage affecting the tenant's intended use of the property.

Article 17 adds that the landlord is responsible for any defect, damage, or wear and tear occurring to the property for reasons not attributable to the tenant.

Who Handles What, at a Glance



Landlord

- Burst or leaking pipes
- Water heater failure
- Water pump / tank system
- Structural leaks (roof, slab, walls)



Tenant

- Blocked drains from normal use*
- Dripping tap washers*
- Damage from misuse or negligence

*Often, below the contract's cost threshold

Reflects common contract practice in the Dubai rental market, not a fixed statutory list. In practice, most Ejari-registered contracts use a cost threshold, commonly around AED 500, with tenants covering smaller repairs and landlords covering larger ones. Check the figure written into your own contract.



What to Do When a Repair Is Needed

1. **Report it in writing.** A WhatsApp message or email to the landlord or managing agent is enough, this creates a timestamped record.
2. **Document the issue.** Photos or a short video of the fault, taken before any cleanup, support both an insurance claim and any later dispute.
3. **Reference your contract.** Check whether your Ejari-registered tenancy contract sets a specific cost threshold or process for repair requests.
4. **Allow reasonable time to respond.** Most contracts and practical norms expect landlords to act promptly on issues affecting habitability, particularly water and electrical faults.
5. **Escalate if ignored.** If a landlord does not act on a genuine maintenance issue, the Rental Disputes Centre (RDC) at the Dubai Land Department is the formal escalation route.

For Property Managers Handling Multiple Units

The same legal framework applies across a portfolio, but the operational challenge is consistency. An annual maintenance contract (AMC) with fixed response times and centralized documentation is the practical foundation for that, we cover how to structure one properly, including a real Dubai maintenance calendar, in our separate Preventive Maintenance Program guide for property managers.

Need a maintenance partner for your property or portfolio?

Quick Fix Dubai handles emergency response, scheduled maintenance, and AMC contracts across Dubai.
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This guide summarizes Dubai's Law No. 26 of 2007 for general informational purposes and reflects common market practice as of publication. It is not legal advice. For a dispute or a specific contract question, consult a licensed legal professional or the Rental Disputes Centre.