



ALBION SALES & LETTINGS

62 Water Lane Wootton Northampton NN4 6HG

01604 874400

email us: info@albionlettings.com

What you can expect: **Maintenance** **A guide for Tenants**

Everybody expectations are different so we would like to clarify what you can expect from us and our contractors. We have also included some self- help options. *Please note that this is a guide for information purposes only based on our years of experience in dealing with these issues.* We genuinely do try our best to resolve reported issues as fast as possible. *This is not a legally binding contract between us and you and is intended for information only.*

The contractors we use are not employed by Albion Lettings, we sub contract the work to them. They are all self-employed tradesmen/women, most of whom we have used for many years and are very reliable and trustworthy. If you have not had any communication from the contractor within 24 hours of the fault being reported please contact us and we will chase them up for you.

Communication is the key to effective property management. The Agent is often the middle man and we rely on accurate information being given to us by you, the contractor and the Landlord. We sometimes have to wait for certain high value jobs to be authorised by your Landlord & this can cause a delay with certain issues.

Here are examples of the most common issues that are reported to us, we have included some self- help suggestions and the usual timescale in which things will be dealt with:

No heating or hot water/boiler not working

From the end of October onwards we receive a lot of calls from tenants reporting that they have no heating or hot water or both. Here's what you should do if you discover your boiler isn't working:

Check the boiler is switched on. Check that your gas credit/electric credit hasn't run out if you have a pre pay meter.

Check if the pressure gauge on the front of the boiler has dropped to near zero. (not all boilers have a pressure gauge) If the pressure has fallen you can manually top up the boiler yourself very safely. There should be a manual for the boiler left at the property, if you have access to the internet you will be able to find an operating manual for most makes and models of boiler and this will explain how you can top up the pressure manually.

If temperatures are sub- zero & you have no heating, we will do our utmost to get a heating engineer out within 4 hours. If this is not possible we do have electric heaters that you can collect and borrow to keep your home warm. In some case's we may be able to deliver them to you.

During very cold spells and when the engineers are working flat out, priority will be given to the elderly, tenants with children or with an on-going health issues.

Please call us if your heating does break down during the daytime, evening or at weekends, we can discuss things with you on the phone before deciding on the best course of action and we can give you an idea of what time the engineer can visit. The engineer will call you to advise what time they will be with you.

If you have no hot water, it will not be treated as an emergency if you have an immersion heater or an electric shower and the plumber will aim to be with you within 24 hours of the problem being reported.

Some Landlords have breakdown cover for their heating system, if this is the case you will be given the details of this when you move in.

Please note that we will not send a plumber to visit your home in the middle of the night to attend to no heating or hot water. We strongly recommend that you purchase some temporary heaters that you can use in the event of an emergency.

Common reported maintenance issues

Problem	Action required by you	Response time by contractor
A dripping tap	report to The Agent in office hours In office hours	within 7 days
A tap that is pouring out & won't turn off	Turn off the water to the property by the main stop cock or isolate the tap if at all possible. Report to the office	SAME DAY
A tap that won't turn on	report to the Agent Make obvious checks that the water Board haven't turned off the water in the Street, check main stop cock is open	within 24 hours
Toilet won't flush	Report to agent during office hours This may indicate that something has become loose inside the cistern, it may require new parts due to age or malfunction but sometimes you can still pull the arm up to flush the toilet. In some cases you may have to "flush" the toilet by pouring a couple of buckets of water into the toilet bowl until the plumber can get to you.	SAME DAY
Toilet Blocked	This is normally due to what has been put down the toilet (too much loo roll or baby wipes or Cotton wool pads etc). Before you call the office think about what may have caused the blockage. You will be charged for the plumber's time if you have caused the blockage. You can try plunging the toilet yourself. If you have more than one WC in the property the plumber may not attend the same day.	THE SAME DAY (if you only have one WC)
Kitchen sink blocked	As above. Excessive amounts of fat/food waste will block the sink. Purchase some plug hole/drain unblocking solution	THE SAME DAY
Shower or bath drainage Blocked	In the first instance use some plug hole unblocking solution. As it's very common for bath and shower plug holes to be clogged with hair.	within 24 hours
Water Leak	If there is a major water leak turn the water off by the stop cock or by turning the mains off in the street as soon as possible. If this occurs out of hours use the emergency number to call us and we will advise you what to do and advise when the plumber can get to you.	SAME DAY
Electricity	If you find that your electrics are tripping out then it's more than likely down to a faulty appliance that has been plugged in. Unplug everything and one by one plug everything back in, you will then discover what is causing the problem. This includes phone chargers, TV's Stereo's. PC's etc. If it's an appliance belonging to the Landlord that is causing the problem call us, leave the appliance unplugged until it can be checked & repaired	Within 24 hours

Problem	Action required by you	Response time by contractor
No Power	This is more than likely going to be a power cut as a total loss of power is very unusual. If you have a pre- pay electricity credit meter then check you have credit available	
Smell of gas	You should call Gas Emergency as soon as possible on 0800 111 999 . Open windows, do not switch any lights on Do not smoke, turn OFF oven/hob/fire etc. Wait outside the property..	Within 1 Hour
Co alarm going off	As above	
Domestic appliance Not working	If you have an appliance like a cooker or washing machine that stops working , call us and we will give the job to our appliance specialist. They will normally visit your home to attempt repair at your appliance within 48 hours.	48 Hours
Light bulbs keep blowing	If you are purchasing very cheap light bulbs then can blow More frequently than more expensive ones. Make sure the Wattage of the bulb is suitable for the light fitting before you fit it	
Fence fallen down	Report to us a routine maintenance issue	within 7 days
Break in/act of vandalism	Report to the Police first of all. If the property needs to be Secured then call our out of hours number and we will advise what you should do and when somebody can get there to secure the property	Within 2 hours
Fire/flood	Get out of the property & call the Fire Brigade. Call us when possible and safe to do so on the emergency number. You should make sure that you have adequate insurance cover for any loss you may suffer. You should enquire if your insurance cover includes temporary accommodation.	
Smoke alarm beeping	You need to change the battery if its beeping. It's your responsibility to check the smoke alarms are working. Report to us if they aren't working.	
Vermin	If you discover that you have an infestation of rats/mice then make sure that rubbish isn't being left out, leaving out bread for birds or food for hedgehogs etc can attract Vermin.	Within 5 days
Wasps/bees nest	During the summer months this can be an issue. We have specialist who can remove the nests. But please be aware, the Landlord is no under obligation to attend to removing a nest that was not in situ before the start of the tenancy.	Within 5 days
Locks failed	We have a locksmith available on a 24 hour call out. Call us if your locks have failed.	Within 2 hours
Locked out	If you've locked yourself out call us and we will try and get a spare key to you if we can, we may charge you for our time. If you are able to get to the office, we will let you borrow the spare key. It may be necessary for a lock smith to be called if it's late at night /out of office hours. You will be liable for pay for the call out and lock change. We recommend giving a spare key to a family member or friend to avoid this.	

How to report maintenance issues:

Routine maintenance issues should in the first instance be rang through to us on **01604 874400** during office hours which are 9am – 6pm Monday to Friday and 9am – 4pm on Saturdays. There is an answer machine if we are unable to get to your call so please leave a message. If we are out of the office for more than a few hours at a time all calls to the office will be forwarded to a mobile number. You should also duplicate the maintenance issue by **email** to repairs@albionsalesandlettings.com

For EMERGENCY after office hours call **07903 742377** or **07736 294220**. We will advise what can be done to assist you, depending on the nature of your emergency.

You will be issued with your own log on details to the Tenants portal so you can report maintenance issue using the portal.

Excellent



Customer Reviews

Powered by  TRUSTPILOT

