

Maintenance & Emergency Numbers*

Dear Tenant(s) * For properties Managed by Flats In Leeds

Please ensure you follow the handbook / maintenance procedure so that you don't incur any charges relating to unnecessary call outs etc.

1.0 Things to check first/tenants responsibilities;

2.0 Reporting Maintenance / Repair;

3.0 What to Do / Emergency Out of Hours;

1.0 Things to check first/tenants responsibilities;

- 1.1 Drains / Sinks;
 - Blocked drains and sinks are the responsibility of tenants, please ensure that nothing is put down that could block them.
 - Put a drain unblock product down them, use as advised on product. (Bleach is not advised as not effective compared to drain un-block products.)
- 1.2 Lights;
 - It is the responsibility of tenants to replace any blown light bulbs.
- 1.3 Fuses;
 - It is the responsibility of tenants to replace any blown fuses
- 1.4 Keys / Locks;
 - Locked out / lost keys, this is tenants own responsibility, Flats In Leeds hold keys for your property, during office hours you can call to the office and borrow these to take a copy at tenants own cost. If out of hours you will need to call a lock smith at your own cost.
- 1.5 Smoke Detectors;
 - These should be checked by the tenant through the tenancy and tenants are responsible for replacing any batteries as necessary.
- 1.6 Water Pressure;
 - If the water pressure changes while in the shower / using washing machine / dishwasher / taps running etc, then check the other appliances that use water, if they are on at the same time this will affect the pressure and temperature.
- 1.7 Appliances;
 - Please ensure that you have read any instruction manuals for the appliances to ensure they are being used correctly. If contractors are called out and we are advised that it is due to misuse then tenants will be responsible for paying for that callout charge.
 - Hoover belt and bag replacement is the responsibility of the tenant.
 - Please check / change the fuse before reporting an item as faulty.

- 1.8 Ventilation;
- It is the tenants responsibility to ensure that the property is adequately ventilated, particularly in the kitchen and bathroom. Please refer to your fact sheet on avoiding condensation so that you don't become liable for any charges relating to rectifying any damage to the property where poor ventilation has caused condensation & damp.
- 1.9 Refuse Disposal;
- Rubbish must be placed in bins provided.
 - If you have communal rubbish bins, please place in the correctly advised location.
 - If you have any bulky items that don't fit in the bins provided, contact Leeds Council for advise on disposal / collections.
- 1.10 Gardening / windows;
- Gardens to be kept and lawns mowed, unless agreed otherwise.
 - Windows to be cleaned, unless agreed otherwise.

2.0 Reporting Maintenance / Repair;

*For properties Managed by Flats In Leeds, if the Landlord manages your property you must contract them direct

All maintenance needs to be emailed through to maintenance@flatsinleeds.com to be logged & to assist us in calling out the relevant contractor.

With your maintenance request please provide these details:

- The Property address, your name & daytime contact number & mobile number
- Details of the issue (Including when first spotted)
- If the issues relates to an appliance/electrics please could you confirm the following;
 - Have you checked the fuse/fuse box?
 - Make & Model No. of the appliance?
 - Do you have instruction manual?

Once maintenance is reported, we accept this as authorisation to enter the property on behalf of the Landlord to make good any faults.

In most instances the contractor who is instructed will be given your contact details. They may contact you direct to possibly arrange access through yourselves or to get more details.

Tenants do not need to be present unless arranged otherwise by Flats In Leeds / the Contractor, as we can provide keys for access. Should a tenant wish to be present they must work around the contractor, bearing in mind they have other jobs to attend to and that more urgent works may delay them.

All necessary repairs are categorised according to Leeds City Council code of conduct guidelines. The vast majority of repairs are routine and will be actioned in either 5 to 28 working days, depending on the precise nature of the issue.

3.0 What to Do / Emergency Out of Hours;

These emergency procedures are for out of office hours only. If you do not follow our procedure or call out an emergency contractor, we reserve the right to refuse to pay for the call-out and any other costs.

Emergencies are considered to be something that is either an immediate danger to your safety and / or an issue which might cause additional or unnecessary damage to the property if not attended to immediately.

Please ensure it is a genuine emergency if you need to contact a contractor, otherwise you may be liable for any charges relating to that call out.

We do not want you to take risks with your personal safety, merely to use your discretion wisely. If you're unsure then you can call a contractor and ask their advice before asking them to come out.

In the event of an emergency, please see instructions below;

3.1 Gas smell / leak;

- Open door & windows, check that the gas supply to an appliance has not been left on and that no pilot light has not gone out. Do not use matches or naked flames / Do not run any electrical switches and doorbells / Do not smoke.
- Switch the gas off at your mains / isolation point.
- Contact Transco on 0800 111 999 (24 Hour Service)
- Please advise the office on the next working day to inform us.

3.2 Water;

- Leaks in own property, turn off the water at the mains.
- Leaks from another property coming into your property, contact the occupant of that property or the building management company, turn off the water at the mains if possible if no one is in or can be contacted.
- Water stopped, contact Yorkshire Water to check 0845 124 2424.
- Please advise the office on the next working day to inform us.
- If still the water doesn't stop or it is going to be more than 1 evening without water before the office is open then call a contractor.

3.3 Boilers;

- Problems with the gas boiler – If your boiler is covered by a Gas Service contract please refer to the instructions in your information file.
- Please advise the office on the next working day to inform us.
- If severe weather conditions or it is going to be more than 1 evening without hot water or heating before the office is open, then call a contractor.

3.4 Electric / Power Cuts

- Check the fuse box, it may just need the switch turning back on, then advise Flats In Leeds so that the electricians can be looked at if necessary.
- Power Cuts, check with 0800 375 675.
- Please advise the office on the next working day to inform us.
- If it is going to be more than 1 evening without electricians before the office is open, then call a contractor.

3.5 Locks / Keys;

- Locked out / lost keys, this is tenants own responsibility and locks need to be replaced at your own cost. You can contact any locksmith, but please ensure you have enough keys cut to provide one to Flats In Leeds for your Landlord.
- Faulty locks, where the property can't be secured please contact a suitable contractor.
- Please advise the office on the next working day to inform us.

3.6 Other;

- **Please ensure it is a genuine emergency if you need to contact a contractor, otherwise you may be liable for any charges relating to that call out. We do not want you to take risks with your personal safety, merely to use your discretion wisely. If you're unsure then you can, call a contractor and ask their advice before asking them to come out.**