



REPAIRS BOOKLET



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Introduction

Welcome to your new Easylet Property. It is important to read this booklet fully as it contains important information and contact details for how to care for and maintain your property. This booklet also outlines what our responsibilities are and what yours are as the tenant. Our staff members are available to answer any additional repair questions you may have. Please keep this booklet and your tenant handbook safe.

Emergencies

An emergency is defined as something which is immediately causing danger to a person's health or safety, or is causing serious damage or destruction to property.

If you encounter a fire get everybody out of the property immediately, shut the doors and call 999. Call 999 also for a medical emergency or criminal damage.

If you smell gas, open all doors and windows, turn off all appliances and call the National Gas Emergency Service on 0800 111 999. If you have a burst or leaking pipe turn the water off at the stopcock and call us immediately. For our up to date out of hours contact details please call our landline and listen to the message.

How to Report a Repair

- Call our offices 01803 212816 or 07590 894379

- Via our website

Go to www.easyletltd.co.uk and click on 'make a maintenance request' and follow the simple instructions.

Do not use this method if your repair is urgent!

- Out of hours repairs

Call our office on the above number and listen to the voice message for our out of hours contact information

Please use the above communication methods for urgent and non-urgent repair requests. For emergencies please call the appropriate emergency number as outlined in 'Emergencies' above.

Rubbish and Recycling

You are responsible for ensuring that your refuse and recycling is positioned in the correct place and on the correct day, ready for collection by the local council.

Who is responsible for repairs?

Repairs and Detail	Us	You
Baths & Basins	Δ	
Bathroom Fixtures (cabinets, shower curtains, mirrors)		Δ
Blockages (baths, basins and toilets)	Δ	
Boilers (annual servicing breakdown)	Δ	
Chimneys	Δ	
Communal Areas (lighting, doors, door locks and bins)	Δ	
Decoration (internal)		Δ
Decoration (external)	Δ	
Doors (including frame and door)	Δ	
Door Accessories (door bells)		Δ
Electrical Appliances (fridges, washing machines)		Δ
External Door Locks (mechanical faults only)	Δ	
External drains (blocked or damaged)	Δ	
Fixtures and Fittings (curtain poles, hooks, shelves)		Δ
Floor Boards	Δ	
Carpets	Δ	
Garden (general upkeep and cutting grass)		Δ
Graffiti/Criminal Damage (police crime number required)		Δ
Gutters	Δ	
Heating	Δ	
Infestations		Δ
Kitchen Units	Δ	
Lightbulbs		Δ
Plastering	Δ	
Plumbing Repairs and Leaks	Δ	
Showers	Δ	
Sinks	Δ	
Stairs and Handrails	Δ	
Switches and Sockets	Δ	
TV Aerial points and Satellite Dishes		Δ
Washing Lines		Δ
Windows	Δ	



Electrical Safety

You must ensure that your electrical items are used correctly. Electrical safety is very important and is your responsibility. Please use the following guidance for maintaining a safe environment:

- Do not overload your plug sockets
- Turn off appliances when not in use
- Keep appliances from overheating
- Keep all electrical items away from water
- Report any electronic malfunctions immediately
- Keep your appliances clean and free of dust
- Keep electrical items out of reach of children

Controlling Condensation

You can help to prevent condensation (which can lead to damp) in your home by following these guidelines:

Open doors regularly to let the air circulate

Keep bedrooms ventilated, particularly at night

Always use your extractor fans

Open windows whilst cooking

Do not block or cover up air vents

Dry laundry outdoors as much as possible

Ensure tumble driers are ventilated to the outside.



Fire Hazards and Precautions

It is your responsibility to keep your property free of fire hazards. Below are some fire safety tips to help you to keep your home free from hazards:

- Keep hallways and door-entrances free of any clutter
- Do not leave cooking unattended and keep young children out of area
- Take care to check your smoke alarm regularly
- Invest in a fire blanket

Safety and Security

You have a responsibility to keep your home secure. If you are going out, always lock front and back doors, and ensure all windows are closed. Security alarms should be activated if applicable.

DIY and Decorating

If you wish to decorate or make improvements to your home you will need to contact us to obtain written permission from the landlord.