



KeyRing Lettings

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Maintenance Emergency Guide

As a tenant, you are responsible for normal household maintenance at the property just as if you owned the property instead of renting it. Normal day to day occurrences happen as a result of living in a property whether it is owned or rented, and so issues such as replacing light bulbs, cleaning windows, cutting lawns, maintaining hedges and borders, keeping guttering and drains clear of leaves and blockages, the removal of pests such as fleas, ants, wasps, etc. and any other tasks that have been ruled as being normal household management and are, therefore, tenant responsibility.

From time to time emergencies do happen, below is a guide to some of the most common issues you may come across.

Please do not instruct a contractor yourself and send us the invoice, as this will not be paid by us or your landlord unless we have previously agreed to do this.

Please note this is only a rough guide to emergencies, if you are in any doubt about your emergency you call either call the emergency services on 101 or 999. You can also contact us on our emergency, out of hours office number 07623945292 and we will be pleased to advise you on the steps to take. For emergencies within normal office hours (Monday to Friday 9am to 5pm please call the normal office number 01749 681356

- **Boiler not working** – Call us or our emergency number as we have a team of contractors who we can contact in an emergency. If you have a special service deal on your property you should call the provider of that deal.
- **Smell Gas** – If you smell gas, think you have a gas **leak**, or are worried that fumes containing **carbon monoxide** are escaping from a gas appliance, please **call the free Gas Emergency Services emergency line** immediately on **0800 111 999**.
- **No Electricity** – The first thing to do is check your trip switch.



How to check your fuses and trip switch

- *If your trip switch is in the off position, try to move it back to the on position. If this works, the power will come back on*
- *If this hasn't worked and the trip switch moves back to the off position, you may have a fault on one of your appliances or house wiring circuits*
- *To find out, switch off and unplug all appliances and move the trip switch back to the on position. If it moves back to the off position, check your individual wiring circuits*
- *If your trip switch stays on, plug in and switch on your appliances one at a time. If the trip switch moves to the off position with a particular appliance, then it means the appliance may be faulty*

If your fuses are working and the trip switch is in the on position but you are still having problems, phone us on the relevant number and we will arrange for an electrician to visit you but if it turns out to be a fuse or trip switch then you will be charged for the visit.

- **Water leak** - Call our relevant emergency number as we have a team of contractors who we can contact in an emergency or if you have a special service deal on your property you should call that service provider.

