



Repair Response Times & call out charges

These response times are a guide. We aim to carry out repairs without avoidable delay and complete repairs within target times according to the urgency / type of repair. This is not a guarantee of repair times as we are dependent on external contractors for all of our maintenance work.

Please note it is the responsibility of all occupants to report repairs to us promptly. Failure to do this may result in repairs being re-charged to the occupants if a delay in reporting them causes further damage.

Emergency (12 - 24 hours):

- Serious water leaks from plumbing
- Blocked gas flue
- Dangerous electrical faults
- Make safe dangerous structures
- Total loss of security to property

Urgent (24 - 48 hours):

- Loss of heating and/or hot water between 31st October and 1st May (Where parts are available)
- Complete electrical failure (where we are responsible)
- Complete lighting failure (where we are responsible)
- Loss of gas supply (where we are responsible)
- Specialist equipment e.g. fire and smoke alarms
- Toilet not flushing (if it is the only toilet in the house)
- Replacement of door keys (rechargeable to occupant)
- Blocked or leaking foul drainage system
- Taps which cannot be turned on or off

Urgent Repairs (7 days):

- Clear blocked drains, sinks, toilets, baths, basins and showers (where this has been caused by the occupiers a charge will be made)
- Partial loss of electrical power

Routine Repairs (30 days):

- General repairs to fabric of the building
- Internal structural repairs including plastering, internal doors, flooring, kitchen units, window catches.

- Partial loss of water supply
- Rotten timber flooring
- Loss of heating and/or hot water between 1st May and 30th October (where parts are available)
- General plumbing faults
- Initial pest control visit
- Repairing or renewing door fastenings
- Replacement of tap washers
- Urgent joinery repairs
- Urgent roofing repairs
- Replacement of toilet seat
- Repairs to washing machines
- Repairs to/replacement of fridge/freezer or cooker
- Repair or replacement of TV aerial
- Toilet not flushing (if there is another toilet in the house)

- Repairs to furniture and fittings
- Minor works to heating and hot water supplies
- Blocked guttering, down pipes and gullies
- General joinery repairs
- Minor electrical works
- Repair or replacement of non-essential appliances (vacuum cleaner, dishwasher, microwave)

Basic repairs (90 days):

- Fencing
- Tree surgery
- Footpaths (except where health and safety applies)
- External walls

Call out charges

Before reporting a problem, please remember that our management of the property does not extend to odd jobs which, as a tenant, you will be expected to undertake yourself. These include replacing light bulbs or electric fuses, unblocking sinks (when blocked by your waste), tending garden areas.

Before calling us out, pause to think if you are responsible to resolve the problem yourself. This may speed up the resolution and/or avoid unnecessary call outs by contractors. If a contractor does make a call out and finds that the problem has arisen as a result of tenant mis-use, you will be recharged the cost plus an administration fee.

If the problem is not an emergency, and it arises outside normal office hours, please raise a ticket on the online system at

<http://www.jigsawstudentletting.com/support/> and it will be dealt with appropriately.

If the problem is an emergency this should be reported immediately

If a contractor does make an emergency call out and determines that the problem is not an emergency after all, and that it could have been dealt with during normal office hours, or if the problem has arisen as a result of tenant mis-use, you will be recharged the cost plus an administration fee.

ALWAYS STOP TO CHECK IF YOU NEED TO CALL US OUT OR JUST REPORT A FAULT/REPAIR AT
<http://www.jigsawstudentletting.com/support/>

A false call out or a call out to assist when the problem is of your own making (e.g. lost keys) will be charged at £35 during office hours and £100 outside office hours