

## **Property Maintenance Guide**

As Managing Agent acting on behalf of the landlord, Clarke's will assess any maintenance or repair issues that arise and respond according to guidelines below. Our objective is always to keep costs to a minimum and keep the landlord complying with the tenancy agreement and health & safety regulations.

<b>Prioritise the item:</b>	
PRIORITY 1	Essential repairs that could be a breach of the tenancy agreement or health & safety regulations if not resolved.
RECOMMENDED	Maintenance items that are in the landlords interests to resolve or to avoid a bigger issue later on
NON PRIORITY	Minor maintenance items that do not affect the tenancy agreement or health & safety issues.
<b>Decide Level of Response Needed</b>	
Emergency Call Out / Make Safe	This would typically be a Priority 1 water, gas or electric repair and could be over £100.
Minor Repair Call Out	This would typically be a fix on spot call out for a minor repair for approximately £50.00.
Free Quote	This would typically be a larger or specialist repair or maintenance item
Self Help Advice for Tenant	This would typically be for Non Priority items
<b>Choose Supplier</b>	
Landlords Preferred Supplier	If the Landlord has provided preferred suppliers as part of their registration process we will use them. If a Landlords supplier cannot assist quickly enough on a Priority 1 we will then contact our own preferred suppliers
Clarke's Preferred Supplier	Clarke's have preferred suppliers for the following: <ul style="list-style-type: none"> <li>- General Property Maintenance</li> <li>- Gas</li> <li>- Plumbing</li> <li>- Roofing</li> <li>- Appliance Repair</li> <li>- Carpet Cleaning</li> </ul> If our preferred suppliers are not available we will contact other suppliers

\*Please note this is an automated form from our system. If you would like to discuss the contents of this form please make contact with us. We aim to respond to any general enquiries within 24 hours and any technical enquiries within 48 hours.