

ESA Property Ltd Maintenance, Keys & Utilities Policy For Tenants

Reporting Maintenance-

All tenants must report maintenance issues as soon as they arise, if issues are not reported ESA Property can not act accordingly to fix these.

Maintenance issues can be reported in 3 ways: Via our tenant app which can be downloaded from the app store (Arthur Online - Tenant) , via Email to (Hello@esaproperty.co.uk) or via our online Form.

When reporting maintenance issues please provide as much information as possible.

- Exactly what the issue is (Detailed description)
- How it occurred (If Known)
- What effect it is having.
- Photos/ Videos
- How long it has occurred for
- Any other relevant information.

Failure to report issues properly may result in maintenance staff coming unprepared or wrong sub contractors being sent. This will prolong the time it takes to resolve the issue. It is your responsibility as a tenant to report these issues.

Responding to Maintenance Issues-

ESA Property will aim to respond to your maintenance request within 24 (Working) hours, we will let you know our plan of action. We can not always give a timescale but can give what our level of importance will be. We have 3 categories for maintenance requests, these are

Urgent- We will aim to resolve this in 2-24 hours.

Important- We will aim to resolve this in 48-96 Hours

Routine- We will aim to resolve this in 2 weeks.

If you receive no response after the above timeframes, please call the office for updates.

Urgent and Important issues will be amended as quick as we can and routine maintenance will be resolved as soon as our maintenance team has time to do so after urgent and important issues have been resolved.

If an issue is urgent and requires a emergency call out immediately please call the office on 01202 509950. Please note if you call to report emergencies which are not an emergency we will not log your maintenance request and you will have to email or log the issue via the tenant app or website.

Paying For Maintenance-

All Important, Urgent and Routine maintenance will be paid for by the landlord or by ESA Property on behalf of the landlord. However if maintenance is as a result of direct tenant damage (eg. kicking a door in and no longer locking) this will be payable by the tenant and will be due before the work starts.

If work is considered desirable, (This will be down to the sole discretion of ESA Property) the maintenance request may be refused. A quote can be provided to the tenant if they want to pay for the work.

Lost Keys/ lockouts -

If you lose your keys a replacement can be bought for £22.50 per key. If you are locked out our maintenance team can come and let you in for a £45 call out charge. To make a payment please go to www.esaproperty.co.uk/tenant-services

You are permitted to call out an emergency locksmith if you are locked out, out of hours and there is no available staff. If Locks are changed, we must be provided with a key for this. if we are not provided with a key within 7 days we reserve the right to charge you for a replacement lock being fitted.

Please note that some keys are on master key sets if you have to call a locksmith out and the lock is drilled through there may be additional charges to replace the lock barrel and keys to match.

Some Properties have lock boxes located out the front which have the front door key for maintenance and cleaning access. We may provide you with this code to give you access to shared arrears until a staff member can arrive. If this key is not returned you will be charged for a new key.

WIFI & Utilities

Where bills are inclusive with the rent ESA Property takes no responsibility for:

WIFI Speed & Connectivity - ESA Property may pay and advertise for certain wifi products but as the wifi providers can not guarantee speeds neither can we. Black spots, maintenance outages and other wifi issues can occur all of which ESA Property takes no responsibility for.

We will not assist with providing updates for outages for WIFI or Electricity, if you want updates as a tenant you can call the provider and receive status updates for the area.

For persistent WIFI issues such as low connectivity please report this or permanent black spots as we may be able to provide WIFI extenders or boosters to help this so please report this.

Fair Usage of utilities:

We operate a lenient fair usage policy for utilities where they are included in the rent. Heating is usually left to the tenants, however if heating is observed to be used excessively and un-necessary ESA Property reserves the right to restrict this control and use timers. With power if use is massively excessive we reserve the right to charge this back to the tenant- This is only in extreme circumstances.

Examples of unnecessary and excessive usage:

- Heating is on 30 degrees, no house needs to be this hot.
- Heating on with lots of windows open
- Heating on constantly during the day and night
- Bitcoin and other coin miners
- Multiple high powered computers (4+) being used at once
- Using multiple electric heaters

Useful Contacts

ESA Property Office: **01202 509950**

Emergency Services: **999**

Gas Emergency Helpline: **0800 111 999**

Power Cut Helpline : **105**

Locksmiths (BH Postcodes Only) : **01202 051168**

Locksmiths (SO Postcodes only) : **07542 513739**

