

Good Practice Guidelines

1. Please familiarise yourself with the information provided to you in your Tenant's Welcome Pack. It is important that you know where vital items are, such as your electric fuse board, meters and mains water stop tap. Please familiarise yourself with any appliance user guides in the property, such as Quantum wall heaters and kitchen appliances. If unsure, please let us know as we may be able to source a copy or provide guidance on how to operate them.
2. For non-emergencies - Tenants to be vigilant and please report all maintenance issues to us in writing where possible, via email, during normal working hours, to the property team on property@lakedistrictestates.co.uk. Alternatively, please call 01539 721626. If reception does not pick up or there is no immediate answer, please leave a voicemail message advising us of your name, address, and phone number and a brief description of the nature of the problem you wish to report. Voicemail messages are monitored regularly and forwarded to the appropriate members of property staff.
3. Maintenance/incidents to be reported during office hours 9am - 5pm, Monday to Friday, where possible. Tel: 01539 721626 or property@lakedistrictestates.co.uk

Items to be reported as a non-emergency:

- A burnt-out light bulb fitting
 - A faulty toilet cistern which still enables the toilet to flush
 - No hot water
 - Locked out but can stay with a friend/make own arrangements
 - Noise complaints
 - Parking disputes
 - Minor leaks that can be collected in a bucket
 - Smoke alarm beeping
4. Please **only** report genuine emergencies outside of office hours (between 5pm and 9am, Monday – Friday or at weekends). An emergency call-out is deemed to be a call-out which necessitates prevention of material damage to the property and/or its occupants. In the event an emergency call-out visit is arranged, in most cases it will be to isolate the issue/make safe only until a contractor can return during more sociable hours to fully rectify the issue.

5. **Loss of power** – If you experience a power cut out of hours, please first check to see if other properties nearby are affected. If they are, please contact Electricity Northwest on 0800 1954 141. You can also check the ENWL website where they list all power outages by postcode. If just your property is affected, check the fuse box for tripped fuses. If none are tripped, or if they will not reset, you should then contact our out-of-hours helpline.
6. **Gas leak** – If you smell gas, call National Grid's emergency service urgently on freephone 0800 111 999. Please DO NOT call the out-of-hours helpline.
7. **Water leaks/burst pipes** – Please turn off the supply at the mains stop tap as soon as possible to prevent further damage until we can attend – we strongly advise you to familiarise yourself with the location of the stop tap within the property in case of an emergency.
8. **Fire** – In the event of a fire, please call 999. Our number can be passed to the emergency services so that we can attend when safe to do so. Follow the emergency evacuation procedures on your fire action notice or evacuate the property to a safe place/your property muster point, and notify neighbours.
9. Smoke alarm is bleeping. This usually indicates a battery needs replacing which is the tenant's responsibility, unless the property has an FTS serviced system. Please regularly check your alarms are in working order, we recommend monthly.
10. **CO alarm activates** – Leave the building immediately, following evacuation procedures and get out into the fresh air. Open windows on your way out.

We appreciate that it is not always practical or possible to contact us during the day, but we are seeing an increasing level of out-of-hours calls that are not emergencies, and that could have waited until the next working day or could have been emailed. This leads to staff being interrupted in their own time and when they are with their families. We politely request that you follow the protocol above if you need to report issues and do not call us out unless it is a genuine emergency.

Thank you **for your assistance**