

# Contact Information for Tenants'

This procedure is intended to improve efficiency and to minimise misunderstandings

For **URGENT MAINTENANCE** please contact directly the trades' people listed

For **NON-URGENT MAINTENANCE** please complete the form and click send at

[www.kingstonlettings.com/maintenance-request.html](http://www.kingstonlettings.com/maintenance-request.html)

## Contacting Procedure

Tenants requiring a service should,

1. Contact the appropriate division directly
2. Establish whether the tenants' or the landlord is responsible to pay for the costs

Note, except in an emergency

If the tenant is responsible, then the costs are to be paid directly to the trade person

3. Make an appointment time to meet at the property and make a note of the trade persons' name and contact details

4. Ensure to provide access at the property and check photo ID verifying names of trade people prior to providing access

Nb. cancellation fees are payable directly to the trades person if the tenant does not keep to the agreed appointment

**If a trade person is called out and the trade person informs that there is no breakdown or the tenant is responsible for the task, then the tenant is responsible to pay the trade person directly for the call out**

## Breakdowns & maintenance of central heating system including the boiler (24-hour call centre service)

Landlords'/agent **have already paid** British Gas Services under an agreement for the upkeep, breakdown, repair, and routine maintenance services

It is practical for the tenants' to call British Gas Services directly to avoid unnecessary delays, to provide access and to coordinate appointments

- 1 The tenant to call British Gas Services, the **automated system** will request for the telephone number (enter the reference landlords'/agents' phone number as 07872 450713)

- 2 Automated system will ask for your post code (provide tenants property post code), name of landlords / agents name (provide landlords name which is on the tenancy agreement), **(mention Landlord's account number 911000754200 or reference 1608949529 or BULK reference number C21167331)**

- 3 Once the details are entered British Gas Services systems will check their records for landlords'/agents' details

- 4 Once verified, tenants are able to speak to call centre personnel and make an appointment for the required works

- 5 If the tenant prefers to have time updates regarding the Engineer's visit then recommend providing the tenant telephone number to the call centre personnel

- 6 **To improve service levels highly recommend also to email and inform the details of the appointment on [info@kingstonlettings.com](mailto:info@kingstonlettings.com)**

## Contacting Approved Trades People

It is practical to contact trade people directly to minimise delays, to provide access and to co-ordinate appointments

[www.kingstonlettings.com](http://www.kingstonlettings.com)

When making appointments please state the tenants' name, property address and make a note of the trade persons' name and phone number

**To improve service levels highly recommend also to email and inform the details of the appointment on [info@kingstonlettings.com](mailto:info@kingstonlettings.com)**

SERVICE DIVISON	CONTACT	REFERENCE	CONTACT NO	E MAIL ADDRESS or website
Central heating boiler breakdowns	British gas services	911000754200 <u>or</u> bulk C21167331 <u>or</u> 1608949529	0333 202 9797	<a href="http://www.britishgas.co.uk/booking">www.britishgas.co.uk/booking</a>
Central heating boiler maintenance	British gas services	911000754200 <u>or</u> bulk C21167331 <u>or</u> 1608949529	0333 202 9797	<a href="http://www.britishgas.co.uk/booking">www.britishgas.co.uk/booking</a>
Radiators, pipes , washing machine, leaks, blockages, toilets, showers, drains, sealants, mould	<b>option 1</b> Robert Lamont	Property Address	0751 574 6838	Rjlgasservices@gmail.com
	<b>Option 2</b>	Property Address		Please complete online maintenance request, link also here <a href="https://www.kingstonlettings.com/maintenance-request.html">https://www.kingstonlettings.com/maintenance-request.html</a>
	<b>Option 3</b>	Property Address		
Electrical engineers	<b>option 1</b> Paul De Cort	Property Address	0791 742 0555	decortelectrical@hotmail.co.uk
	<b>option 2</b>	Property Address		
Lock outs Key replacements	<b>Option 1</b> Angeilca	Property Address	0798 561 7493	pm1@kingstonlettings.com
	<b>Option 2</b>	Property Address		
Pest controller <b>option 1</b>	<b>Option 1</b> Robert smith	Property Address	0787 269 8088	info@smithpestcontrol.co.uk
	<b>Option 2</b> Mike Mcgarth	Property Address	0770 739 2008	
Blocked drains (reimbursement will be due if block is not caused by tenant items)	<b>Option 1</b> Thames water paid service	Property Address	0800 316 9800	<a href="http://www.thameswater.co.uk/contact-us">www.thameswater.co.uk/contact-us</a>
	<b>Option 2</b>	Property Address		
General maintenance & repairs	<b>Option 1</b>	Property Address		Please complete online maintenance request, link also here <a href="https://www.kingstonlettings.com/maintenance-request.html">https://www.kingstonlettings.com/maintenance-request.html</a>
	<b>Option 2</b> Martyn Howard		07946 510403	martynphoward@msn.com
Fridge freezer, Cooker oven, Washer dryer , breakdowns <b>initial assessment</b>	<b>Option 1</b>	Property Address		Please complete online maintenance request, link also here <a href="https://www.kingstonlettings.com/maintenance-request.html">https://www.kingstonlettings.com/maintenance-request.html</a>
	<b>Option 2</b>	Property Address		
Inventory	SRP Inventories	Property Address	0203 670 6600	info@srpinventories.co.uk <a href="http://www.srpinventories.co.uk">www.srpinventories.co.uk</a>

**[www.kingstonlettings.com](http://www.kingstonlettings.com)**

Check in	SRP Inventories	Property Address	0203 670 6600	info@srpinventories.co.uk www.srpinventories.co.uk
Check out	SRP Inventories	Property Address	0203 670 6600	info@srpinventories.co.uk www.srpinventories.co.uk
Property Management	Online office	Property Address		pm1@kingstonlettings.com
Property Management	Online office	Property Address		pm4@kingstonlettings.com
Admin and finance	Online office	Property Address		info@kingstonlettings.com
Suggestions, improvements	Online office	Property Address		info@kingstonlettings.com

If in an emergency only and if above trades are not available then contact any other reliable service provider by searching websites such as [www.trustatrader.com](http://www.trustatrader.com), [www.checktrade.com](http://www.checktrade.com), known contacts or any other appropriate contact and then inform on [info@kingstonlettings.com](mailto:info@kingstonlettings.com)

In an urgent situation the tenant to pay the invoice directly to the service provider and a reimbursement will be due to the tenant subject to tenancy agreement and if the responsibility for the task is not the responsibility of the tenant

For the reimbursement the invoice to be emailed to the agent/landlords on [info@kingstonlettings.com](mailto:info@kingstonlettings.com)

## Emergency contacts

DIVISON	CONTACT	REFERENCE	CONTACT NO	WEBSITE
Water	Thames Water	Property address	0800 316 9800	www.thameswater.co.uk
Gas	Gas emergency	Property address	0800 111999	www.nationalgrid.com/group/safety-and-emergencies
Electrical	UK power networks	Property address	0800 3163105	www.ukpowernetworks.co.uk
Other	Fire/ambulance/police	Property address	999	