

manhattan estates
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REPAIRS AND MAINTENANCE GUIDE



sales



lettings



management

Call us on
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WELCOME TO MANHATTAN ESTATES

This guide provides you with a handy summary of the repairs and maintenance we will carry out on the property you are renting and of those repairs, which you are responsible to pay for.

We as your managing agent and you as the tenant, have joint responsibility to maintain your home and must both follow the conditions set out in the tenancy agreement relating to the upkeep of the property and gardens. If you don't have a copy of your tenancy agreement please request a copy from the office.

What repairs are we responsible for?

We are responsible for the main structure of the property such as :

- Foundations
- External walls
- External doors and door frames
- Window frames
- Roofs
- Gutters and rainwater pipes
- Drainage
- Central heating and hot water systems

What repairs are you responsible for ?

You are responsible for any damage over normal wear and tear. This means you must maintain internal decorations and keep the property and gardens tidy. You must also maintain all fixtures and fittings such as curtain rails, that have been installed by you . You are also responsible for minor works to the property such as:

Replacing sink plugs

Tightening screws

Replacing/resetting fuses

Clearing blockages in waste pipes due to flushing of non-flushable items i.e. nappies.

Replacing light bulbs

Cleaning of mould caused by ventilation issues

Remember!!

If you suspect a gas leak, call national grid on 0800 111 999.

**DO NOT USE ANY ELECTRICAL
EQUIPMENT OR LIGHT AND
FLAMES**

Repairs

We at Manhattan Estates are your managing agent. This means that we are your point of call for any issues with the property and we will endeavour to help you out quickly and efficiently!

Things you must do :

- Report any repairs immediately
- Allow access to our employees and contractors at reasonable times or in an emergency. This also applies to your inspections and safety checks.
- Replace lost keys and/or locks where needed. (If damaged/lost by yourself)
- Take all reasonable steps to protect the property from damage by fire, frost or water.
- Do not store flammable materials or gases in the property other than those required for domestic use.
- Leave the property and grounds empty, clean and clear when you leave the property.
- Keep the communal areas clean and tidy.
- Make arrangements for your own furniture etc to be moved in the case of a repair needing to be carried out in that space.

All repairs should be reported by phone or email. Only extreme emergencies should be reported after 5:30 pm on the emergency number.

Extreme emergencies include:

- Escape of gas or fumes (Call the gas board)
- Electric fittings in contact with water
- Live or bare electric wiring
- Outside doors need securing (unless damaged by you, your family or a visitor to your home)
- Burst storage tanks, cylinders or pipes and you cant locate the stop cocks.
- Failure of all lights/electricity (Call the electric board)

If an emergency is reported and when we attend it isn't an emergency as described then a call out fee of £65 will be charged

Remember !!

If the electricity goes off in your home, check the trip switches and reset them if needed. Then check if the power is off in the street or call the electric board!

What repairs or work might you be charged for?

As a tenant, we will only charge you for repairs if they are not wear and tear and are malicious or accidental in nature. If there is a repair that is due to criminal damage, accident, negligence or misuse by you, a member of your household, a visitor or a pet, we will carry out the repair however you will be liable for the charge.

Repairs or work that may carry a charge :

- Any repairs resulting from unauthorised or unacceptable decoration or alterations,.
- Replacing the glass in the windows or doors due to damage or neglect.
- Removing your fixtures
- Carrying out disinfestations
- Clearing and removing rubbish from the property
- Reinstating any fireplaces or heating appliances that you removed
- Replacing lost keys or repairing damage to the property due to the loss of keys.

You may also potentially be charged for the following:

- If you, a member of your household or a visitor report a repair which is false or miss-described as urgent.
- A electrical fault where a fuse has blown due to damage caused by you or an appliance that you own
- £30 charge will be applied if access to your home is not available at the agreed upon time. This charge will also be applied if you refuse access to our contractors or report a repair due to inadequate use of any fixtures and fittings that is installed by the Landlord.

Our charges will be for the full cost of the repairs plus VAT and any administration costs. You will be invoiced for the full amount and are expected to pay within 14 days. If you don't we may take legal action or remove it from your deposit at the end of your tenancy in the case of fumigation and damage to the property.

If you wish, you can carry out the repairs yourself by contracting an insured, qualified and insured tradesperson to carry out the repairs. We will inspect any work completed to ensure it complies with our standards and if it doesn't, you risk being charged for us to resolve the issues.

What priority we give to your repairs?

1) - When you report a repair, it will be assigned a priority status according to how urgent it is.

2) - An extreme emergency will be responded to within 24 hours, these include if the property is flooded or if the wiring is causing electrical shock.

3) - An emergency repair will usually be attended to within 24 working hours of it being reported and we will always attempt to repair the issue on the first visit, if this isn't possible then we will make the property safe and return to complete the repair.

These include repairs that put your welfare or property at risk inc no heating or hot water between 1st November and 30 April and a toilet that isn't working.

4) - Some urgent repairs we will aim to attend within 7 working days. These issues include partial loss of electricity, a tap that cant be turned off or lack of heating in the summer months(1st May— 31 st Oct)

5) - None -emergency repairs we will take up to 28 working days to attend the property. These are repairs that don't pose an immediate risk to your health. Other none emergency repairs include home improvements and replacements kitchens etc. These are under our home improvement program and you will be contacted when works are to begin.

Remember !!

If you are reporting an urgent repair out of office hours you will have to leave a voicemail on our emergency repairs number 07487 708 518, and we will get back to you as soon as we re-open the office. Please only use the emergency number if it we are out of office hours!

Repairs and maintenance responsibilities

What is the repair?	Who is responsible for carrying out the repair?		Additional information
	Us Manhattan Estates	You Tenant	
Baths and sinks that are damaged or loose	x		We will sometimes charge you for these works if it is not wear and tear.
Blocked grid or gully		X	
Carpentry	x		We will sometimes charge you for these works if it is not wear and tear.
Chains and plugs		x	This applies to basins, sinks and baths
Chimneys	x		You are responsible for cleaning them
Communal areas	x		This applies to routine repairs such as doors and health and safety risks.
Decoration (internal)		x	If re-decoration is needed due to structural issues then we may contribute or deal with depending on the circumstances

Decoration (external)	x		This work will be handled as required.
External door locks	x		We will attend to any door lock issues where you can't gain entry to the property through no fault of your own. If we can't get out soon enough please contact our lock smith whose details you find on the last page.
External doors and frames	x		We will respond urgently if the property is not secure.
Internal doors		x	We will sometimes charge you for this works if it is not wear and tear. Other wise tenants are responsible for any internal door issues. E.g. handles & hinges.
Window issues	x		We will replace any windows that require it. If you have broken them however you will be charged for the service.
Drainage	x		We will respond within 24 hours if there is a risk to your health and safety.
Domestic appliance		x	You must make sure all of your appliance are installed and maintained by a suitable qualified person. In the case where the appliance was there when you moved in please first call us and we will advise you to either contact the manufacturer or we will send someone round

Electrics	x		You should check the fuses, bulbs and for a power cut before you call us out. We will usually respond within 24hrs in the case of unsafe electrics or total loss of power to the property.
Faulty tap	x		If the tap won't turn off please turn off the water at the stop tap and we will be out within 7 days to resolve the issue
Fences/gates/walls		x	Your are responsible for their upkeep and maintenance however if there is an issue that impacts your safety call us.
Fixtures and fittings		x	I.e. Coat hooks and curtain rails
Floor Boards	x		We will respond within 7 days if it impacts your health and safety
Carpets/ floorings		x	You are also responsible for re-shaping doors to allow for the carpet. This is only unless specifically denied by your landlord.
Garden maintenance		x	
Gas Fires	x		You must get our permission if you wish to fit a gas fire into the property. If you install it you must pay for the maintenance and any repairs to the fire. If it was there when you moved in, call us for any issues. If the fire cant be repaired we will turn off the gas supply.

Gutters	x		Please call us if you are having serious issues with the guttering.
Heating	x		We will respond within 24 hours if there is no heating or hot water from 1 Nov—30 April. If not it will be 3-5 working days.
Hot water heaters	x		We will respond within 24 hours if there is no hot water in the property in the winter months. If not it will be 3-5 working days.
Light fittings	x		We will deal with any light fittings however you are responsible for light bulbs, fuses and starter motors.
Loss of keys		x	You are responsible to replace the keys you have lost.
Plastering	x		We will deal with any plastering work unless caused purposely/ accidentally by you.
Roof	x		We will respond within 24 hours if there is a risk to your health and safety.

Waste pipes	x		If there is a blockage that is due to non-flushable items you are responsible to resolve the issue or we will charge you for the repair. If there is a leak or other issues that will prevent you from using the toilet we will be out within 24 hours.
Mould		x	If caused by poor ventilation/not opening windows etc then you are responsible. If caused by a leak please call us ASAP.
Smoke alarms		x	You are responsible for making sure you have a working smoke alarm in the property and this will be checked on inspections. You are responsible for battery changes.
Toilet	x		If there is a blockage that is due to non-flushable items you are responsible to resolve the issue or we will charge you for the repair. If there is a leak or other issues that will prevent you from using the toilet we will be out within 24 hours.

Pest problem	Who's responsibility is it		Additional information
	Ours (Manhattan Estates or Landlords)	Yours (Tenants)	
Wasps (Start of tenancy)	x		If there is a nest at the start of your tenancy then we will ensure its removal
Rats (ongoing issue)	x		If there was a problem before the property was let out to you then we will ensure regular treatments.
Fleas (start of tenancy)	x		If there is a nest at the start of your tenancy then we will ensure its removal
Bee's		x	If there is a bee swarm or nest then you need to get it removed by a regulated bee keeper
Ants		x	If there is a nest then you need to get it removed by an exterminator. They may return however if you keep the property clean you can limit this

Wasps (During Tenancy)		x	If there is a next during your tenancy, you are responsible for the cost of removing it.
Mice		x	If this isn't reported in the first week of the tenancy then it is the tenant's responsibility.
Bats	N/A	N/A	Unfortunately bats cannot be removed from your property so you will have to just ignore them
Squirrels		x	You are responsible for the removal of squirrels in your property. You will have to contact pest control to confirm how to continue.

Useful contacts

Manhattan Estates 01204 536 603
Emergency repairs number 07487 708 518
Lock smith 07720 663 825 or
 07867 782 654
Gas board 0800 111 999
Electric board 105

Remember !!

Outside of our main office hours we can only respond to serious emergency repairs. Please DO NOT call the emergency number during office hours or if it isn't an urgent repair or you could be charged!