



# Graham Young Estates

Estate Agents, Property Managers & Factors, Residential Property Letting Agents

**“Let us” .....“LET” yours!**

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## GUIDE TO MAINTAINANCE TROUBLE SHOOTING

Dear Tenant,

Thank you for choosing a property with Graham Young Estates. We hope you enjoy your stay and have created this guide to help you in the event of any maintenance issues that may arise during your tenancy.

In the event of any issues arising which are not listed here or you are unsure about, please contact us we are here to help.

### Electrical

If you have noticed a broken light bulb within **24 hours** of moving into your property, please contact us and we will replace it free of charge. If any other bulbs, including over or fridge bulbs are to break during your tenancy it is your responsibility to replace these.

If you suffer a power failure then check the trip switch on your fuse box before calling us or your power supplier. These can trip from time to time and you may be billed if an electrician is sent to reset them as they are designed to be reset safely by you.

### Kitchen Appliances – including fridge freezer, washing machine, tumble dryer and dishwasher.

In the event of a breakdown we will send an engineer as soon as possible. The engineers will prioritise their work and whilst the breakdown of these appliances is an inconvenience it is **not an emergency**. Please note that any repairs carried out as a result of misuse of the appliances (e.g. overloading the washing machine) will be billed to you. We will not refund costs of spoiled food in the event of a fridge or freezer breakdown. Please have the make, model and serial number ready when reporting these breakdowns to us. Please note that an appliance under warranty may take longer to attend to as wear unable to send our own engineer.



### **Plumbing Problems**

Plumbing problems can be varied and complex. In the event of your property leaking into another property, please stop using any appliances that may have been running when the leak started (eg washing machine / dishwasher) and if possible turn the water to the property off at the mains. Please contact our office immediately.

If your property is being leaked into by another property, please attempt to contact your neighbour as soon as possible to make them aware of the problem. Please inform us as we will need to inspect any damage caused to your property. If you are unable to contact your neighbour and the leak is persistent, please call us immediately.

For any other plumbing problems, please contact us.

### **Central heating, hot water and boiler problems**

In the event of a problem, please refer to any user guides you may have for your particular system. Many reported faults can be down to user error and if an engineer attended as a result of a user error, the full cost of the callout will be met by you. If you are still having problems after this, please contact us and we will send an engineer as soon as possible. Please note that systems under warranty may take longer to attend to as we are unable to send our own contractors out.

**IF YOU SMELL GAS CALL TRANSCO STRAIGHT AWAY ON 0800 111 999**

### **Communal Block Problems – stairs, entryphone, roof, lifts, communal doors etc**

In New Build developments please contact our office as most will have a factoring company who will deal with these issues for you. We will arrange with the factoring company to attend to any problems on your behalf although some factoring companies may require you to be home for access reasons.

In tenement buildings or non factored buildings, please contact our office and we will do our best to help. We are unable to authorise communal works / repairs as we are not responsible for parts of the building outside of your property but please report any issues to us anyway and we will try and help you. In the event of an emergency such as a leaking roof we may be able to involve the council who will force repairs by instructing a Statutory Notice.

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Thank you for taking the time to read this and please contact us at any time with any questions you may have.