

Westmanor Property Services

Maintenance Standards

This is not an exhaustive list of every issue that may arise, but is to be used as a guide to the categories included in the job number, that is given out for each maintenance job on the request form. All jobs will be categorised A, B or C to give you a timeframe for work to be completed. If your request has not been completed in the timeframe allocated to your job number, please call Westmanor for an update.

N.B. There are often issues that arise that will lengthen these timeframes and we will wherever possible aim to complete within this timeframe and if it is not possible, we will try to contact you to explain any delay

Category A

Emergency – as soon as possible, within 24-48 hours of report

Fire

- Total loss of Fire Alarm
- Replacement batteries for smoke/heat detectors resulting in loss of system
- Smoke vent failure or resetting

Water

- Complete loss of water
- Major pipe burst
- Showers and taps that won't turn on/off
- Blocked toilets- unusable

Electricity/Gas

- Suspected gas leak (Transco 0800 111 999)
- Suspected problem with pressure vessels
- Complete power failure
- Complete lighting failure within stairwell or flat
- Complete power socket failure
- Replacement bulbs - no other form of lighting only

Equipment

- Blocked toilets

Building Fabric

- Repairs to external flat/house or building doors forming secure entrance
- Boarding up of a major broken window

Category B

Urgent - within 3 working days of report

Fire

- Loss of fire extinguisher or blanket where provided

Electricity/Gas

- No heating or hot water

Equipment

- Blocked or failed shower (where only one is provided per flat)
- Oven not working - no other means of cooking
- Lost keys/broken locks
- Broken Bed - unusable (not student damage)
- Fridge/freezer not working

Building Fabric

- Boarding up of a minor broken window

Category C

Routine - within 7 working days of report

Fire

- Loss of heat/smoke detector, but adequately covered by another in same location
- Loss of sounder detector, but adequately covered by another in same location
- Fire doors - failing to close or are damaged, if affects compartmentation

Water

- Minor pipe leaks (drips)
- Dripping taps

Electric

- No internet
- Power socket failure - but has sufficient others
- Replacement bulbs where too high to be replaced by tenant - sufficient lighting provided by other lights
- Replacement pull cords
- Light switches not working where other lighting is available

Equipment

- Blocked shower (more than one per flat)
- Oven not working - but microwave provided
- Broken vanity lights or desk lamps
- Replacement chairs that are damaged and unusable
- Washing machine not working
- Vacuum cleaner not working
- Replacement bed base - non emergency
- New mattress - springs coming through
- Replacement shower screens/toilet seats/ mirrors/shelving and other fixtures

Building Fabric

- Windows not opening/closing
- Repairs to bedroom/bathroom internal doors
- Replace glass in broken window
- Investigation of damp + initial remedial action
- Repair holes in walls (where not student damage)
- Vermin and other infestation
- Repairs to external gates giving secure access to a site
- Carpet replacement where a trip hazards have been created
- Stair nosing – replacement

Work detailed below is covered by annual/periodic testing or end of tenancy inspections and will not be covered by the maintenance request procedure

Fire

- Fire Alarm Servicing and up grades
- Emergency Lighting Servicing and upgrades
- Fire Extinguisher servicing
- Inspection of fire doors and closures

Water

- Water testing where required

Electricity/Gas

- Periodic electrical inspections
- PAT Testing
- Gas Safety Testing

Equipment

- Periodic inspection of furniture, fixtures and fittings
- Major refurbishment or renewals
- Planned replacement of equipment not affecting routine usage by tenants
- Replacement carpets
- New mattress - not detrimental to sleeping
- Kitchen worktops burnt
- Replacement chairs that are damaged but usable (burnt)

Building Fabric

- Annual painting and upgrading works
- Major repairs not affecting tenant occupation