

REPORTING MAINTENANCE ISSUES WITH WESTMANOR

STUDENT LIVING LTD

Important: Reporting Process

- For all issues: You must complete the maintenance request form and email it to maintenance1@westmanorpropertyservices.co.uk as a word document.
- For Category A (Emergencies): Submit the form first, then immediately call 0116 254 0541 to alert maintenance.

After reporting your issue, check your inbox for a Job Number ending in A, B, or C. This letter identifies the response window for your repair. Should this timeframe pass without a maintenance visit, please chase the request with our team, quoting your Job Number.

Before You Report

Westmanor specifies that you must check the following to avoid being charged for a visit:

1. **Blocked Drains:** Try hair removal, plungers, or supermarket drain unblocker first.
2. **No Power:** Check the fuse box (consumer unit) to see if a switch has flipped down.
3. **No Heat:** Ensure the wall isolator switch for the heater is turned "ON."
4. **Beeping Alarm:** If it's a simple battery beep, note this on the form.
5. **Vacuum suction:** You have emptied and fully cleaned the Hoover and filters.

A. Within 24 Hours (Emergency Repairs)

These are issues that cause a danger to health, risk safety, or threaten serious damage to the building.

- **Total Loss of Power:** No electricity in the flat or room (after checking your fuse box).
- **Major Water Leaks:** Burst pipes or floods that cannot be contained in a bucket.
- **Gas Leaks: (Smell of gas)** Evacuate and call the office/emergency line immediately.
- **Security Issues:** Broken ground-floor windows, main entry locks not working, or a door that cannot be secured.
- **Fire Safety:** Faulty fire alarms beeping (smoke detection).
- **Blocked Toilet:** If it is the only toilet in the flat and you have already tried a plunger/bucket.

B. Within 3 Days (Urgent Repairs)

While West Manor's general "Urgent" category can extend up to 5 days, these items are typically targeted within 72 hours.

- **Partial Loss of Power:** A single socket circuit is down, or several lights are out in common areas.
- **Minor Leaks:** Drips under sinks or slow ceiling leaks that are containable.
- **Partial Heating/Hot Water:** Lukewarm water or radiators that aren't reaching full temperature.
- **Total Loss of Heating/Hot Water:** Especially critical during winter months.

C. Within 7 Days (Routine Repairs)

These are minor defects that do not pose an immediate risk or stop you from using essential facilities.

- **Lighting:** Single spotlight bulb out in a bedroom or hallway where other lights still work.
- **Kitchen Appliance Failure:** Provided oven, hob, or fridge-freezer not working.
- **Furniture Repairs:** Loose desk legs, broken wardrobe doors, or damaged chairs.
- **Minor Plumbing Nuisances:** Dripping taps or a loose toilet seat.
- **Window/Door Adjustments:** Squeaky hinges, stiff handles, or broken window blinds.
- **Internal Decor:** Minor plaster cracks, peeling wallpaper, or floor covering issues.
- **Blocked Drains:** Sinks or showers that are not draining (after you have tried store-bought drain unblocker).
- **Damp/Mould Assessment:** Reporting signs of condensation or mould (provided you have followed the ventilation guidelines on their website).

Quick Comparison of Response Categories

Category	Priority	Typical Examples	Goal
24 Hours	Emergency	Gas leak, flood, total power failure.	Make Safe
3 Days	Urgent	No Heating, no hot water (summer).	Restore Comfort
7 Days	Routine	Squeaky door, dripping tap, loose shelf.	General Upkeep

Pro-Tips for Westmanor Residents

- **Avoid Charges:** Remember that if the contractor finds the fault was caused by you (e.g., a drain blocked by hair or a fuse tripped by your own faulty toaster), you will be charged for the visit.
- **Media Evidence:** If your issue is hard to describe, Westmanor prefers you use WeTransfer to send videos or photos. This helps the contractor bring the right tools the first time.
- **The "Chase" Rule:** Keep that confirmation email! If you have a "Category B" job and no one shows up by the end of the third day, call the office with your Job Number ready.

Essential maintenance guides: How to resolve simple issues and avoid call-out charges

- **How To Clean Out Your Hoover/Filters:** <https://www.youtube.com/watch?v=DBRohDzjzho>
- **Burning Smell Coming From Your Oven/How To Clean:** <https://www.youtube.com/shorts/CuOEUfnZ2u4> & <https://www.youtube.com/shorts/tqN9wSKv8zE> & <https://www.youtube.com/shorts/ZOjD4-zZCoI>
- **Replacing A Light Bulb:** <https://www.youtube.com/shorts/EdTH-PHn8NQ> & https://www.youtube.com/shorts/6pbAYo_XqFk
- **Eliminating Sink Odors: A Guide to Keeping Your Kitchen Fresh:** <https://www.youtube.com/watch?v=Q1SQAaCCrC0>
- **Unblocking/Cleaning Shower Drain:** https://www.youtube.com/shorts/g_xVy8a_NrE & <https://www.youtube.com/shorts/cxuam4fUmoc>