

OAKTREE (WEST LONDON) LIMITED

Property Sales, Lettings and Management

23 Queens Parade, Hanger Lane, Ealing, London W5 3HU, U.K.

www.oaktreewestlondon.co.uk

Telephone: 020 8997 8533

Email: management@oaktreewestlondon.co.uk

Tenants of Oaktree Managed Properties

Welcome to your new flat **(Oaktree Managed Properties)**

This guide gives you information on what to do when you have any maintenance issue.

This guide is also available on our website:

https://www.oaktreewestlondon.co.uk/_media/65

Firstly please note that whilst under current Legislation (Landlord and Tenant Act 1985) most of the maintenance issues are the responsibility of the Landlord to attend to and pay for, we, as the Landlords' representative, are not able to assist you 24/7 and cannot always guarantee to be able to resolve any issues immediately, as Tenants usually expect.

DURING OFFICE HOURS:

Monday to Friday between 9am and 5pm

Call 02089978533 or email management@oaktreewestlondon.co.uk

OUTSIDE OFFICE HOURS:

Saturdays, Sundays & Bank Holidays and any time between 5pm and 9am.

Should you experience any real emergencies or have any serious maintenance issue when our office is closed, please **do NOT contact our office and do NOT contact any members of our team on their mobiles by calling, texting or sending WhatsApp messages because we will NOT be able to assist you when the office is closed.**

Having said that we recognise that, especially during the cold season, some matters are **URGENT** and may need an immediate response, or may be considered a **SERIOUS MANAGEMENT MATTER** which have to be dealt with asap.

This letter explains to you in detail how to deal with (1) URGENT MATTERS, (2) SERIOUS MANAGEMENT MATTERS and all (3) OTHER MAINTENANCE MATTERS.

OAKTREE (WEST LONDON) LIMITED

Property Sales, Lettings and Management

23 Queens Parade, Hanger Lane, Ealing, London W5 3HU, U.K.

www.oaktreewestlondon.co.uk

Telephone: 020 8997 8533

Email: management@oaktreewestlondon.co.uk

Tenants of Oaktree Managed Properties

1. URGENT MATTERS:

These issues are the ones where you should immediately contact emergency services first before contacting Oaktree. Hopefully you will never have to do so, but in cases like fire, flooding, severe structural damage to the property, burst pipe or no gas/water/electricity for a substantial time please refer to a,b,c,d below.

a. EMERGENCY NUMBER (AMBULANCE / POLICE / FIRE BRIGADE)

If you require the emergency services, either police, ambulance or fire brigade please dial 999.

You should only use this service if a crime or incident is in progress, if anyone is in immediate danger or seriously injured, or in emergency cases. Please note, should you require the police for non-urgent reasons please contact the Non-Emergency Police Service on 101.

b. GAS LEAK, GAS SMELL or NO GAS SUPPLY

In case you smell gas or think you have a gas leak or the Carbon Monoxide Alarm has gone off or there is no gas supply.

To report a gas or carbon monoxide emergency or if a pipeline is struck (even if no gas leak has occurred) or there is no gas supply call the free Gas Emergency Service line TRANSCO on **0800 111 999** - 24 hours a day. If your Carbon Monoxide alarm has gone off or you smell gas open all the windows immediately and turn the boiler or any other gas supply off. Do not switch any light on or off or use any other electrical appliances, simply leave the property, make sure you have your keys and call the number in bold above.

c. POWER CUT

In the event of a power cut lasting a few hours in the property, please contact UK Power Networks, (who are the local distribution office for National Grid) on **105** or **0800 028 0247** or **0333 202 2022**. You can also try to contact your electricity supplier. If you do not know who your electricity supplier is see below:

<https://www.ofgem.gov.uk/find-your-energy-supplier>

Other info:

<https://www.energynetworks.org/customers/power-cut>

<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/your-home/what-to-do-in-a-power-cut>

<https://www.ssen.co.uk/power-cuts-emergencies/what-to-do-during-a-power-cut/>

<https://www.nationalgrid.com/>

d. NO WATER SUPPLY

OAKTREE (WEST LONDON) LIMITED

Property Sales, Lettings and Management

23 Queens Parade, Hanger Lane, Ealing, London W5 3HU, U.K.

www.oaktreewestlondon.co.uk

Telephone: 020 8997 8533

Email: management@oaktreewestlondon.co.uk

Tenants of Oaktree Managed Properties

Should you find yourself with no **cold** water, please contact your water provider and check whether there are any scheduled works or reported problems in your area. Most likely your supplier will be Thames Water or Affinity Water:

Thames Water on 0800 316 9800 (emergency) or 0845 9200 888.

Affinity Water on 0345 357 2407 (emergency) or on 0345 357 2401

More info:

<https://www.thameswater.co.uk/help/emergencies/no-water-or-low-pressure>

<https://www.affinitywater.co.uk/my-water/no-water>

2. SERIOUS MAINTENANCE MATTERS:

These issues are the ones for which the intervention of a contractor is required within days. Typically incidents such as being without heating when the outside temperature is below 7 or 8 °C, having no hot water, there is some electric fault, blocked pipes etc, problem with door not opening or locking (but not if you have lost or damaged your keys).

In this case, when our office is closed, you can contact our contractors directly from **8am to 5pm** every day with the exceptions of **Sundays and Bank Holidays**. Our contractors are not always available 24/7, so do only contact them between the hours of 8am to 5pm Monday to Saturday.

Please note, should you contact any of the above for matters that are not considered SERIOUS or URGENT, you may be responsible for their call-out charge (usually £150+) . Please note that many issues are NOT considered URGENT or SERIOUS MAINTENANCE MATTERS, see below.

Plumbing issues

Kevin - 07946799264

Reza - 07725358175

Andrew - 07958214385

Jass - 07957591358

Blockages and drainage problem

Clive - 07971 578 499

Hot water/Gas Central Heating

Kevin - 07946799264

Aaron - 07715 351897

Ross - 07540266611

Simon - 07946360081

Andrew - 07958214385

OAKTREE (WEST LONDON) LIMITED

Property Sales, Lettings and Management

23 Queens Parade, Hanger Lane, Ealing, London W5 3HU, U.K.

www.oaktreewestlondon.co.uk

Telephone: 020 8997 8533

Email: management@oaktreewestlondon.co.uk

Tenants of Oaktree Managed Properties

Jass - 07957591358

Electric issue/Electric heating issues:

Serhiy - 07704444464

Giorgio - 07931813749

Simon - 07946360081

General builder/any other problems:

Oscar - 07947525164

Andrew - 07958214385

Jass - 07957591358

Locksmith

Luciano – 07771 791284

Please note locksmiths will ask for payment upfront. If you call the Locksmith because you lose, break or damage your keys, or you are locked out and left your keys inside, the **Landlord will NOT reimburse any payment.** The Landlord may reimburse you if your front door or any ground floor accessible door cannot be opened or locked. From experience we know that most of the Locksmiths' interventions are as a result of the Tenant's fault, so Oaktree and the Landlord will not always guarantee to reimburse the payment. This will only be in cases the issue was considered a lock or a door failure. Our Locksmith may not be able to assist you 24/7 or on Christmas and New Year days. Before you call an emergency Locksmith consider carefully what we have explained here to avoid problems. 24/7 locksmiths may charge occasionally in excess of £300, whilst Luciano is much more economical, although he cannot guarantee a 24/7 service.

Please note, should you contact any of the above for matters that are not considered SERIOUS or URGENT, you may be responsible for their call-out charge (usually £150+) . Please note that many issues are NOT considered URGENT or SERIOUS MAINTENANCE MATTERS, see below.

3. ANY OTHER NON URGENT AND NON SERIOUS MATTERS:

Any non-urgent or non-serious matters, please email our office. We will reply during office hours.

Write to: management@oaktreewestlondon.co.uk

These are issues such as broken appliances, fridge, cookers, ovens, washing machine, leak from the ceiling due to rainfall etc.

Finally when planning your holiday, may we remind you of the need to ensure that the central heating system will not be damaged during your absence. During the cold weather, water may freeze inside the pipes which may cause subsequent burst pipes. If you will be away for some time, we advise you to leave the central heating system running at reasonable times of the day, including switching on all radiators. This will keep every room in the property warm and minimise the chance of frozen and burst pipes.