

# HOW TO REPORT REPAIRS

Clear guidance for reporting maintenance issues, photos, access times and urgency levels

This guide explains how tenants should report repairs and maintenance concerns. Providing clear information at the start helps the property manager understand the issue, decide the correct urgency level, arrange access and send the right contractor.

## 1. When to Report a Repair

Tenants should report repairs as soon as they notice a problem, especially where the issue could affect safety, security, heating, water, electrics or the condition of the property. Please use our **Tenant Support page** on our website to report any maintenance or repair issues so we can record and respond to them efficiently.

- Report leaks, damp, mould, heating faults, electrical concerns, broken locks, appliance issues and damage to fixtures or fittings promptly.
- Do not attempt electrical, gas, plumbing or structural repairs yourself.
- For immediate danger, such as fire, serious injury, smell of gas or a crime in progress, contact the relevant emergency service first.
- For routine issues, use the normal repair reporting method provided by the landlord or managing agent.

## 2. Information Tenants Should Provide

A repair report should include enough detail for the managing agent or contractor to understand the problem without delay.

<b>Tenant name</b>	Your full name and best contact details.
<b>Property address</b>	Full address, including flat or room number where applicable.
<b>Location of issue</b>	The exact room or area, for example bathroom ceiling, kitchen sink, front door or communal hallway.
<b>Description of problem</b>	What has happened, when it started and whether it is getting worse.
<b>Photos or videos</b>	Clear images showing the issue and the surrounding area where possible.
<b>Urgency level</b>	Explain whether it is an emergency, urgent repair or flexible repair.
<b>Access availability</b>	Days and time windows when access can be provided for inspection or contractor attendance.

## 3. How to Describe the Repair Clearly

A clear description helps avoid unnecessary follow-up questions and allows the repair to be assessed more quickly.

1. State what the issue is, such as “boiler not heating water”, “water leaking under kitchen sink” or “window handle broken”.
2. Confirm when the issue started and whether it is constant or only happens at certain times.
3. Explain whether anything has already been tried, such as resetting the boiler or checking the fuse board.
4. Mention whether the issue is affecting safety, security, heating, hot water, electricity or access to the property.
5. Include any error codes, unusual sounds, smell, visible damage or warning lights where relevant.

## 4. Photos and Videos

Photos and videos are very helpful because they show the condition, location and possible cause of the issue. Where safe to do so, tenants should include clear visual evidence with the repair report.

- Take one close-up photo showing the fault clearly.
- Take one wider photo showing where the issue is located in the room.
- Use good lighting and avoid blurry images.
- For leaks, stains or damage, include photos of both the source and the affected area where possible.

- For appliances or boilers, include a photo of any visible error code or warning light.
- Do not put yourself at risk to take photos, especially near electricity, gas, height or active leaks.

## 5. Access for Repairs

Most repairs require access for inspection or contractor attendance. Tenants should provide realistic access times to help appointments be arranged efficiently.

- Provide at least two or three suitable appointment windows where possible.
- Confirm whether the managing agent or contractor can use keys, if this has been agreed in advance.
- Make sure pets are secured and the area around the repair is accessible before the visit.
- If you cannot attend an arranged appointment, notify the managing agent as early as possible.
- Missed appointments may delay the repair and may result in contractor charges if the appointment was confirmed and access was not provided.

## 6. Choosing the Correct Urgency Level

Using the correct urgency level helps the managing agent prioritise repairs fairly and respond to safety concerns quickly.

Urgency level	Examples	What to do
<b>Emergency</b>	Immediate danger, serious leak, major electrical risk, no secure external door, smell of gas.	Call emergency services or the relevant emergency contact first, then notify the managing agent.
<b>Urgent</b>	No heating or hot water where required, active leak, broken essential appliance, security concern.	Report promptly and provide photos, access times and any relevant details.
<b>Flexible</b>	Minor dripping tap, loose handle, non-essential appliance issue, general maintenance item.	Report through the normal repairs process with clear information and photos.

## 7. Emergency Guidance

Emergency situations should be dealt with immediately. The managing agent may not be the first point of contact where there is immediate risk to life, serious injury, fire, gas smell, crime in progress or major danger.

- If there is a fire, serious injury or immediate danger, call 999.
- If you smell gas, turn off the gas supply if safe, open windows, avoid using switches or flames, leave the property and contact the National Gas Emergency Service immediately on 0800 111 999.
- For serious water leaks, turn off the stopcock if safe and report the issue immediately.
- For electrical hazards, avoid touching affected areas and report the issue urgently.
- After taking emergency safety steps, inform the landlord or managing agent as soon as possible.

## 8. What Happens After You Report a Repair

Once a repair is reported, the managing agent will usually review the information, confirm the next step and arrange inspection or contractor attendance if required.

1. The repair report is reviewed and categorised by urgency.
2. The tenant may be asked for extra information, photos or access availability.
3. A contractor, landlord or property manager may attend to inspect or complete the repair.
4. Parts, quotes or landlord approval may be required for some repairs.
5. The tenant should confirm when the repair has been completed or if the issue continues.

## 9. Tenant Responsibilities

Tenants should use the property in a reasonable way and report issues early. Some minor tasks may remain the tenant's responsibility depending on the tenancy agreement and property instructions.

- Keep the property clean, ventilated and used in a reasonable manner.
- Replace small items such as light bulbs where this is the tenant's responsibility and safe to do so.
- Avoid blockages by not putting unsuitable items, grease or wipes into sinks, toilets or drains.

- Do not ignore leaks, damp, mould, broken locks, pest activity or safety concerns.
- Do not instruct your own contractor unless this has been agreed in writing or it is an emergency where immediate action is necessary.

### **Website Download Notice**

This guide is provided for general information only and does not replace the tenancy agreement, legal notices, statutory guidance or property-specific rules. Tenants should refer to their signed tenancy documents and contact the managing agent if anything is unclear.

