SAMSON
Property Maintenance

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How to report a repair: a guide for tenants

A clear report gets your repair fixed faster. Please follow these steps.

Emergencies: act first, report second

- ☐ Smell gas: leave, do not use switches, call the gas emergency line 0800 111 999
- ☐ Fire: get out, stay out, call 999
- ☐ Burst pipe or major leak: turn off the stopcock, then call your landlord or agent
- ☐ Sparking or burning smell from electrics: switch off at the fuse board if safe, then call

Before you report

- ☐ No power: check whether a switch has tripped at the fuse board
- ☐ No hot water or heating: check the boiler pressure and the timer
- ☐ Light not working: try a new bulb
- ☐ Blocked sink or shower: remove hair and debris from the plug hole
- ☐ Mould: wipe it off, use the extractor fan and open the window after showers

What to send

- ☐ Your name, address and room number
- ☐ What is wrong, in one or two sentences
- ☐ When it started and whether it is getting worse
- ☐ A clear photo, and a short video if it is a noise or a leak
- ☐ The make and model for appliances, from the label
- ☐ Times you are in, or permission to enter if you are out

When the repair is booked

- ☐ Clear the area around the problem
- ☐ Keep pets in another room
- ☐ Tell your landlord or agent if anything changes

Your part in looking after the property

- ☐ Report small problems early, before they become big ones
- ☐ Keep hallways, stairs and fire doors clear
- ☐ Never cover or remove a smoke alarm
- ☐ Put rubbish out on the right day

Property: _____ Date: _____ Checked by: _____

A practical aid from Samson Property Maintenance, Derby. Not legal advice.