

CONTACTING THE BEDFORD ESTATES

The Estates Office is open Monday to Friday between 9.00am and 5.00pm. If you have any queries regarding your tenancy please contact our residential team on (020) 7636 2885.

In respect of maintenance requests, during office hours these should be made direct to the Estates Office. Most maintenance issues are dealt with during office hours. (Please see page 2, 'ADDITIONAL INFORMATION' for further clarification)

In the event that you have an emergency repair request outside of office hours you should contact our nominated contractors PACE (UK) Ltd, a company that has been working on the Estate for several years. Their contact details are as follows:

Office:	020 8343 4414 020 7580 8421
Mobile: (please note a rota system is in place for out of hours calls)	07831 327372 - Steve Squires 07887 848636 - John Hickey

An emergency repair request can be defined as follows:

- Plumbing:-** A substantial water leak into the flat which cannot be reasonably contained by the occupier, or stopped by the discontinued use of an appliance. And no heating or hot water (after you have checked the boiler, timer control, and or immersion heater)
- Electrical:-** A serious fault to the power circuit, which the occupier has reasonable grounds to believe may involve the risk of fire, and which cannot be contained by the discontinued use of an appliance. (Please refer to our note concerning 'Consumer Unit Fuse Boards')
- Gas:-** The occupier has reasonable grounds to believe that there is a gas leak within the flat. Please note, that a strong smell of gas should be notified to Transco immediately on 0800 111 999. A vague or random gas smell can be isolated by our contractor but, if in doubt, call Transco.
- Security:-** To make good any damage which breaches the security of the flat or building (i.e. a break-in, vandalism, weather damage or lock problem).

For tenants living at Ridgmount Gardens and Ridgmount Street a porter service is provided between 7am and 7pm Monday to Friday and 7am to 12pm Saturdays. The porters are mainly responsible for ensuring the smooth running of the building in terms of maintenance, security and health and safety.

In relation to noise issues between neighbours, please try and discuss this directly with your neighbour in the first instance before requesting assistance from a porter. Please be aware that it is not within the porters duties to provide any form of policing, should you have a serious security problem or in any way feel concerned for your personal safety please contact the appropriate authorities using the emergency telephone number 999.

ADDITIONAL INFORMATION

Please be aware that under the terms of your tenancy you are responsible for the following:

- Replacement of light bulbs, including all room lighting, internal illumination of a fridge, oven or microwave and security lighting personal to your property but excludes common parts lighting.
- Replacement batteries for smoke and carbon monoxide detectors when batteries are low, and at least once a year.
- Minor day to day repairs, such as loose toilet seats, loose ironmongery (handles etc), additional security including door bolts, chains and window locks.
- Loss of keys and lock changes beyond fair wear and tear. In the interests of building security the Estate should arrange all replacement locks.
- Blocked drain, toilet, sinks etc that are a result of misuse, i.e. excessive toilet paper or waste food.
- Removal of vermin, insects and pests.
- The cost of repairing a Landlord's appliance that has broken down due to incorrect operation or maintenance that has not been carried out in accordance with the operating manual.

If for any reason you are unable to attend to any of the above then the Estate can organise this for you and arrange for the invoice to be sent to you direct.

(The list is not exhaustive and only covers the more common items of repair.)

Before calling the reactive maintenance telephone line here are some checks that should be carried out first:

- **Consumer Unit Fuse Boards.** If your fuse box trips we advise that in the first instance you attempt to reset the fuse board. Should this fail then please unplug any personal electrical items that may be causing the fault and reset the fuse board again. If the problem continues and you are satisfied that all personal electrical items are unplugged then contact the appropriate maintenance number. Please note it is your responsibility to ensure all personal electrical items are safe to be used within the demise and consequently, if the fault is found to be caused by an item of your personal property, the cost of restoring power to the demise may be charged to you.
- **Loss of water.** Please check whether the problem is isolated to your flat, your building or the street by speaking with your neighbours first. No water to the building and immediate area is most likely due to Thames Water turning off the supply and this can be checked by telephoning 0845 9200 800.
- **Smell of gas.** A strong smell of gas should be notified to Transco immediately on 0800 111 999. A vague or random gas smell can be isolated by our contractor but, if in doubt, call Transco.
- **Missed Contractor appointments.** If an appointment has been made for a maintenance visit and you need to cancel the appointment, could you please ensure the cancellation is made within 24 hours direct to the contractor and notification to The Bedford Estates. If the Estate is invoiced for a cancelled appointment this charge will be passed to you to settle.

Below is other contact information that maybe of use to you:

Transco (Gas Leaks)	0800 111 999	(www.transco.co.uk)
Thames Water	0845 9200 800	(www.thameswater.co.uk)
Camden Council	020 7278 4444	(www.camden.gov.uk)
Police (non-urgent)	03001231212	(www.online.police.uk)