



FREQUENTLY ASKED QUESTIONS

I have locked myself out of my property/lost my keys, what should I do?

As the tenant it is your responsibility to ensure you look after the keys to your property. If Reed, or one of our local offices, do not have a spare key for you use or it is a time that we cannot access the office, unfortunately you will be responsible for covering the cost for a locksmith/replacement keys.

We can provide you with details of a locksmith in your local area.

I am unable to pay my rent, or can only make part payment - how can I deal with this?

The best advice we can offer you as a tenant who may be financially struggling, is to contact your designated property manager (as detailed at the foot of this information) to discuss this. We are here to assist you in any way possible and if you need more time, need to change your rent payment date, or need to set up a payment plan, we can certainly talk this through with you. You can always email your designated property manager if you feel a little unsure about calling us.

What do I do in the event of an emergency?

Below we have detailed what we feel is acceptable to be classed as an emergency, (if any issues below occur during office hours, please call 01702 606888)

We provide information boards in every property however for ease.

We consider an emergency as -

flood/fire/death/break in – you will need to call the emergency services.

Electricity outage in your property – Prior to you contacting your property manager, please ensure you have checked via the internet to see if there is a power outage in your area. You will then need to check the fuse board to ensure that none of your appliances have tripped the electrics. If all appears to be ok, please contact your property manager (detailed below). If you have a loss of electric of an evening or weekend, when the next day is a working day, your issue will be dealt with on the next working day.

Boiler not working – You must ensure that before you call your property manager to report a faulty boiler that you have checked that you have sufficient gas and electric available. If you run out of gas/electric and the boiler switched off due to this, you will be responsible for resetting the boiler as the boiler has likely 'locked out'. If a manual has not been provided to you, this can be easily downloaded via the internet. If this is not the cause of the problem, please report any fault codes to your property manager so they can arrange for a qualified engineer to attend. As above, if the issue is reported out of hours and the next day is a working day, your issue will be actioned on the next working day.

Gas leak – if you smell gas, please call National grid on 0800 111 999, they will send round a gas engineer to locate the source of the leak. They will be able to provide a report to you that we require a copy of in order to arrange for a repair if necessary.

Roof Leak – we expect you to assess the situation and attempt to help with minimising damage to the property/ furnishings. If you have water pouring through due to heavy rain, please remove any items that may get damaged from the area and put down buckets to help catch the water. Please also ensure that you do not put yourself or others in the property at risk and stay away from the area in case the water causes the ceiling to collapse. As you can appreciate, a roofer will not get on the roof to inspect until it is safe to do so, so please report it within office hours to your property manager who will monitor the situation and keep you updated.

If the landlord is responsible for rectifying any issues above, we aim to get emergencies completed within 48 hours (please consider, parts maybe required which may delay the repair)





How long will my maintenance issue take to get sorted?

Maintenance can be reported using the link below – (Please be aware we are no longer taking maintenance reports over the telephone)

<https://www.reedresidential.co.uk/maintenancerequest.aspx>

We like to give our tenants reasonable expectations as to what they can expect from us, below is a guide in order of priority and some examples of maintenance reports, this is a guide

PRIORITY ONE – WHAT WE CONSIDER TO BE AN EMERGENCY

Any issues outlined above, we aim to rectify within 48 hours however this can change on contractor schedules or with recent COVID enforced changes access to property.

PRIORITY TWO – 7 to 10 DAYS

Oven or hob – if your oven or hob breaks down and you have access to other cooking facilities, this will take a little longer to action as investigation and quotes may be required.

Water leaking through to the flat below- if your neighbour has reported that an appliance or pipe is leaking into their property underneath, please attempt to locate the source of the leak. If it turns out to be an appliance, please refrain from using it until it is repaired (only if appliance is included within the rental. If the appliance belongs to you, you will be responsible for sorting). If there is a bath/shower waste leaking, again please do not use until a repair is completed. If there is a major water leak, from a burst pipe for example, please try and locate the stop cock to turn the water off to your property, failing this please call us and the fire brigade who will be able to offer assistance.

Washing Machine/fridge-freezer repair – This will only be actioned if the landlord is responsible for the appliance.

Light Fittings – if other light source is available, we aim to repair/replace within this time frame

Electric showers – if other washing facilities are available, we aim to repair/replace within this time frame

Pests – As per your tenancy agreement, you will be required to attempt to eradicate the pests, if you are unsuccessful are trying multiple times and there appears to be an infestation, we shall arrange for a pest control contractor to attend.

Blocked drains

PRIORITY THREE – UP TO 30 DAYS

Suspected damp/mold/condensation build up – If you believe you have a damp/mold build up please ensure you are correctly ventilating and heating the property. You should not have heavy bulky furniture pressed up against walls, a small gap should be left to allow airflow etc. If this appears to be an ongoing issue and you have followed the condensation guidance, we can arrange to send a specialist to assess the cause.

Smoke/Co2 alarm bleeping – you will be required as the tenant to replace the batteries if necessary

Guttering leaking/broken

Fence panels broken/blown down





Your Property, Our Passion

How do I give notice?

If you are in a fixed term tenancy, your notice will need to expire on the last day of your tenancy agreement and you will be required to give one month's notice in writing. You may have a 6-month break clause in your Tenancy Agreement, so please feel free to call your property manager to discuss.

How do I find out my energy supplier?

Information should be available on your inventory if we have been provided this by a previous tenant. Failing that, there are multiple search engines available that will provide you with this information once you insert your new address.

Please find below contact information for our property managers, please note the contact number is an emergency message service only for out of office hours. If you attempt to make contact on this number during Monday – Friday 8:30am-17:30pm, your call/message will remain unanswered. Please contact the office on 01702 606888.

Haley Green – Property Manager for properties within the SS0, SS1 & SS2 postcode – 07824447910
haley@reedresidential.co.uk

Holly Tansley – Property Manager for student properties in Nottingham – 07503076900
holly@reedresidential.co.uk

Elle Marino – Property Manager for student properties in Birmingham – 07388193037
ellemarino@reedresidential.co.uk

Sasha Green – Property Manager for all other non student properties outside the above areas – 07584953850
sasha@reedresidential.co.uk

