

...The boiler isn't firing up

Check the pressure gauge and pilot light. You are likely to have a combi-boiler (instant hot water and heating from the same boiler) so please check that the pressure gauge is between 1 and 1.5.

If the pressure is below 1 then you will need to fill the central heating system with more water to bring up the pressure. Opening the tap or valve on the flexible loop pipe below the boiler usually does this. You will hear the water rushing into the central heating pipe - close the tap after a few seconds and recheck the gauge. If your boiler is an old model, please check that the pilot light is still lit. If not, follow the instructions on the boiler flap to restart the pilot light - be patient as it takes a few attempts to be successful.



What maintenance faults am I expected to deal with?

You are expected to carry out minor maintenance issues at the property.

To give you a few examples, if a door handle becomes loose, you are expected to tighten it. You are expected to replace light bulbs when they fail and to replace batteries in smoke alarms. If you have a blocked sink, bath or toilet, you would be expected to unblock it. For this type of domestic blockage, we suggest you try using an unblocking chemical that can be purchased at most supermarkets. If this is unsuccessful, then we will be happy to recommend a good plumber.

What is an emergency?

It is our view that an emergency situation is when the incident is dangerous, life threatening, may result in personal injury, public liability claim or serious deterioration of the property.

If you have an emergency situation, eg. Water coming through the ceiling, we will always try to help you immediately. You may be interested in taking out tenants contents insurance, please call us if you would like further information.

Contact Us

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Passionate about Property

Please note: It is our policy to rectify all maintenance issues as soon as possible. Please help us to help you by reporting maintenance requests as soon as you are aware of the problem. Where possible, please avoid waiting to report a known maintenance issue until a Friday afternoon or Saturday morning as it can be difficult to resolve maintenance issues on weekends.

Maintenance Matters

(Please keep me in a safe place for future reference)



Reporting Maintenance

Should you encounter a maintenance problem, please follow the guide below.

Report the maintenance problem online at www.greyfox.co.uk. Please remember to give specific details of the problem, eg. shower broken doesn't give enough detail, is water coming out of the shower?, Is it hot?, Is the shower head broken? Please remember to specify which room the maintenance request is for. This request goes straight to the maintenance department and you will receive an acknowledgment.

If you are unable to report the maintenance online, please contact our office.

What am I expected to do if...

...I misplace my keys

Should you misplace your keys or lock yourself out during office hours, please come and collect a key from Greyfox.

If it is out of office hours then we would suggest you find alternative overnight accommodation and come to our office the next morning.

Please be aware that all costs relating to this, including any locksmith or contractor charge, will be your responsibility and you will be expected to pay. This could be up to £140 + VAT if a locksmith has to be called out.



...I notice water leaking

Please inform us immediately of any leaks.

Below are some things you can do to help the situation.

Leak from a copper water pipe or tap

Please turn off your water at the stop tap normally found under the kitchen sink/under the stairs/in the cellar/ground floor front room. Then turn on the kitchen tap to drain the water from the pipes and tank.

Leak through the ceiling from bathroom above

Stop using the bathroom. If you were using the shower or bath recently, then it's likely the leak is coming from the drainage pipe, so don't use them again. Don't forget that the water may be coming through the ceiling for an hour or so after your bath. Don't switch on the ceiling light below the bathroom and try to catch the water in buckets.

Leak from a washing machine

Switch the machine off. If the leak is coming from the water supply into the appliance then turn the red and blue plastic taps behind to the off position. Mop up the water with newspaper or towels.

Leak from roof

Catch the water in a bucket. Use newspaper and towels to soak up the water.

Water coming in from the basement

Call Southern Water on 0800 820999

...I smell gas

Call Transco on 0800 111 999 and switch off the gas at the meter.

Transco will come to your property and switch off any part of the gas system they think may be causing a problem.



...The electricity has gone off

Unplug all electrical appliances and re-set the fuse box.

Firstly, check to see if your neighbours have electric. If they have, then go to your fuse box and re-set any switches that have tripped to 'off'. If the fuse keeps tripping off then switch off all the fuses and make sure they are pressed all the way down. Then, unplug all the electrical appliances in the house, especially kettles, irons, hair styling appliances and washing machines. You should then be able to re-set the fuse box.

If the fuse box is on, but there is no electric, please call EDF Energy on 0800 783 8866

