

TENANT UPDATE

Please read the following updated information carefully, this contains important changes to the way you contact us effective immediately.

How to Contact Us

Phone: 029 2069 2222

Email: info@thegrayhouse.co.uk

Out of hours emergency line: 07541 024 200 (see below advice on using this line)

General Communication

As of immediate effect Michelle's personal mobile number ending in "070" is no longer available for any communication. This is so that we can maintain an up-to-date audit trail in the office/ We are doing our utmost to respond to emails and calls as quickly as possible. Please wait 48 hours before chasing a response. You can then reply directly to the member of staff who responds to your enquiry.

Out of Hours Emergency Line - 07541 024200

The out of hours emergency line is NOT to be used for lockouts. To clear any confusion as to when the emergency line should be used, the following are emergency situations:

1. Something which could cause a **threat to life** or **serious property damage** such as **escape of water, fire or flood**
2. **Boiler breakdown in winter**, or a **carbon monoxide alarm** activated where there is a gas supply.

Please consider your situation **very** carefully before using the emergency line. Make sure you have done everything possible to help resolve your situation before making the call. Appliance break downs, lock outs, loss of Wi-Fi and noise complaints are not emergencies. Any non-emergency call we receive will result in a fee being charged of £25.00 + VAT as an abortive call charge.

Lock Outs

We do not attend to tenants being locked out of their property inside or outside office hours. Whilst we keep a spare key in the office, this can be borrowed during office hours subject to a cash deposit of £25 which will be refunded on return of the management key. Outside of office hours, you will need to instruct your own locksmith and provide us with a copy of the new key as soon as possible.

Damp, Mould & Condensation

The following video has been created by a local authority.

Video Link :- <https://www.youtube.com/watch?v=Wgl7TrQbkv4>

It has excellent advice on identifying condensation and damp, how to lower moisture in your property and helpful tips to prevent mould. Is it very important that you take the time to watch the video or read through the attached information. There is a lot of responsibility on tenants to carefully manage everyday tasks which are moisture producing such as washing/drying clothes, cooking, showering / bathing, in addition to heating and ventilating your home during these colder months. We have taken the time to put together information that will help you keep your home warm, dry and mould free this winter. We cannot stress how quickly the presence of mould in the home can appear if you do not remove moisture, heat, and ventilate your home and follow the advice we have provided.

Reporting of Repairs and Maintenance Requests

Effective immediately, all repair or maintenance issues must be reported using the reporting feature on our website (see link below). You will be asked to select the specific problem and upload a photo.

This is then loaded directly into our system allowing us to assess the problem quickly and instruct an appropriate contractor in a timely manner. This has been introduced to prevent any missed communications or delays. Any maintenance reported by WhatsApp, Text Message or Email will no longer be accepted.

Maintenance Link :- <https://thegrayhouse-maintenance.10ninety.co.uk/>

Christmas Opening Hours

*This year the office will be **closed on Friday 22nd December and will not reopen until Tuesday 2nd January**. Whilst the cost of living is still at the forefront of our minds, the best gift we can give to our staff and contractors is time off to rest and be with their friends and families after an extremely busy year.*

During this period, only the Emergency Line will be available, any other maintenance or repairs can be reported using the link above. There will be no routine maintenance or general repairs unless they are deemed as an emergency or extremely urgent. Please consider your situation very carefully before using the emergency line.

Thursday 21st December - 10:00am - 4:00pm (reduced hours)

Friday 22nd December - CLOSED (until 2nd January)

Tuesday 2nd January 2024 - 9:30am - 5:00pm (open as normal)