

Foxtons

Property Management



MAINTENANCE GUIDE:

ROUTINE CARE AND EMERGENCIES

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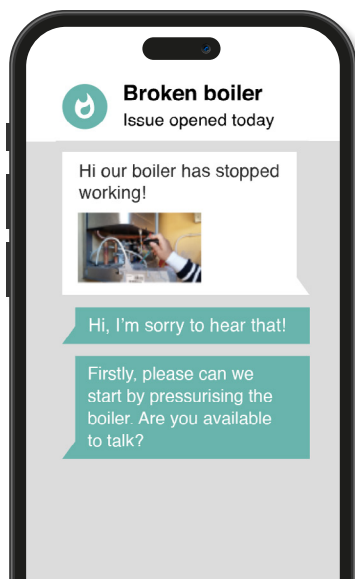
WE'RE HERE TO HELP

We do everything we can to ensure things run seamlessly, but if any issues or maintenance issues arise, this guide is here to help. It's created by our network of specialists – the same people you'll speak to whenever you need support. Our team is fully trained to handle any situation, from routine tasks to complex emergencies.



KEY CONTACTS

- The fastest way to solve any issue is through the maintenance section of your My Foxtons account. There, you can upload images, watch how-to videos and track your request every step of the way.
- If you need to speak with someone, you can reach our property management team on 020 7893 6030 from 9am to 6pm Monday to Friday and 9am to 4pm Saturday. If you call outside these hours, the same number will connect you to our vetted emergency contractors.



MY FOXTONS MAINTENANCE



Sign in to your
My Foxtons account for
maintenance requests.

OUT OF HOURS EMERGENCY GUIDE

WHAT QUALIFIES AS AN EMERGENCY?

For the purposes of this guide, an emergency is defined as any unforeseen situation that, if not addressed promptly, could:

- Endanger the occupant or result in unreasonable discomfort
- Compromise the security of the property – for example, damage following a break-in that affects the safety of the home, its contents, or its occupants
- Render the property uninhabitable – for instance, due to fire, flooding, or structural failure

FOR EMERGENCIES:

In the unlikely event that our response team can't get to you for a genuine emergency, you've read the guidance below and the matter can't wait until morning, you may need to call out an emergency contractor.

- We may be able to get reasonable contractor costs, up to £250, reimbursed.
- For reimbursement: Send receipts to your property manager, and we will do our best to claim this from your landlord for you.
- **Please consider:** is this a genuine emergency, or can it wait until morning?

GAS & CARBON MONOXIDE

IF YOU SMELL GAS, SUSPECT A LEAK OR THE CARBON MONOXIDE ALARM GOES OFF

Important: Do not turn electrical switches on or off. Do not smoke, light matches or create any flames.

- Call Gas Emergency Services, National Grid, straight away: 0800 111 999. They will send out a Cadent engineer.
- Turn off the gas at the isolation valve **next to your gas meter** or put out any solid fuel-burning appliances, such as a woodstove or fireplace.
- Open the windows for air flow, then **leave the property.**
- When Cadent give you their report, you'll need to send it to your Property Manager by uploading it to the maintenance section of your My Foxtons account.



HEATING & HOT WATER

Before calling out a contractor, try these – they usually do the trick. First check your thermostat/programmer is set correctly and the batteries are replaced, then check for tripped switches either at the appliance or the main fuse board.

Gas boiler

- From time to time, we may ask you to bleed a radiator or top up the boiler pressure. It's a common little fix, and we'll happily talk you through it.
- Make sure it's switched on and the pressure is at 1.5+ bar.
- If the pressure has dropped, you'll find so many easy videos on how to top it up through the maintenance section on My Foxtons or on YouTube.
- If it is a pre-payment meter, make sure it is topped up.



Communal systems

- If there is no gas boiler or electric water tank, you've probably got a communal energy system.
- Ring your supplier – the number on your heat/hot water meter or bill.
- If you're not sure who your supplier is, ask your Property Manager for help.

TEMPORARY SOLUTIONS

Hot water

- We'll sort this as quickly as possible, but in a pinch, boil water in a kettle or pans on the hob.

Heating

- During the winter months, this can be classed as urgent.
- A small, plug-in electric heater (under £50) may be reimbursed.

ELECTRICS ISSUES

If your electricity has gone off:

- If you have a prepaid electric meter, check that you have enough credit.
- Check your fuseboard for tripped switches – usually this is high on the wall in the hallway or in your utility cupboard.

If there is a tripped switch:

You'll need to work out which appliance is faulty:

- Switch everything off, reset your fuseboard, then turn your appliances on one at a time to find the culprit.
- If the fuseboard trips again, leave that appliance off.

If fuseboard switches are all up:

- There might be a wider outage.
- Ask your neighbours if they're affected. If so, contact your electricity supplier: 0800 028 0247.



LOCK & KEY ISSUES

- If the lock is broken, ring us at 020 7893 6030.
 - If we don't have a locksmith available, you'll need to sort one yourself. We may be able to reimburse up to £250.
- If you've lost your keys, pop into your local Foxtons office – we might have a spare set.
 - You'll need to cover any call-out costs.
 - **Always let your Property Manager know if you've changed any locks, and bring a copy of your key to your local Foxtons office.**



WATER LEAKS

- Turn off the isolation valve, usually **under your kitchen sink, in the utility cupboard or near your boiler.**
- Once you've turned off the valve, open the taps to drain remaining water.
- Keep the leak contained with buckets and towels.
- If there's water near any of the electrics, turn off power to that area of the property at the fuseboard, usually high on the wall in the hallway or utility cupboard.
- If the leak is coming from neighbouring properties, let your neighbour know as soon as possible. We can't fix a leak from a neighbouring property.
- If you have a Concierge, tell them about the leak too.



BLOCKED DRAIN

Important: avoid pouring fats, oils and food waste down drains. Also avoid anything other than toilet paper down the toilet. If that's what's caused the blockage, you might be charged.

- Before submitting a maintenance request, try a drain unblocker or a plunger.

MOULD

Note: mould happens fast, especially if there's no ventilation. Tackle condensation, leaks and mould at the earliest signs so they don't become serious mould issues.

- Air the place out, especially after showering/cooking – even in winter.
- Surface mould isn't uncommon in the UK. An **anti-mould spray** will sort any small mould patches.
- **Keep on top of cleaning.** Regularly Hoover, dust and don't let clutter build up as it traps moisture.
- Mould thrives in humid environments, so **avoid drying clothes on radiators.** Consider an electrically powered dehumidifier in problem areas.

MANAGING APPLIANCES

If your appliances are not working as they should be, often it's just basic maintenance, like replacing a fuse or changing a setting. If other electronics in the room have power issues, check the fuse box, the isolation switch or try a different socket- it might not be the appliance after all. If there's an error code, search the make, model and error code online.

Here are a few other handy tips to try before reporting your appliances as faulty:

WASHING MACHINE

- Empty the filter box, usually on the front of the machine. Pop a towel underneath, pull and twist out the filter, then let the water drain. Give it a rinse, clear off any muck and pop it back in.



FRIDGE/FREEZER

- Don't put food too close to the fan in the fridge, this could stop it from working properly.
- Check the temperature dial is set to the temperature you want.
- If there is a build-up of ice in the freezer, it'll need defrosting.

MANAGING APPLIANCES

OVEN

- Sometimes you simply need to set the clock to get it working.

DISHWASHER

- Check all the filters are clear.
- Top up the salt and the rinse aid.

SMOKE AND CARBON MONOXIDE DETECTORS

You're responsible for replacing batteries in these detectors.

Same with your thermostat – if the readings are off or the heating is not coming on when it should, it probably just needs a new battery.

If your appliance still isn't working, you'll need to report it. Note down any error codes and the make and model number and upload these to My Foxtons along with a video of the surrounding area.

GENERAL MAINTENANCE

GARDEN MAINTENANCE

- If you have a garden or balcony, the maintenance is usually your responsibility. This could mean mowing the lawn, pulling weeds or keeping the area tidy.

LIGHT BULBS

- If any bulbs go during your tenancy, you'll need to replace them.

RADIATORS

In early autumn, put the heating on to check for issues before winter. If you have hot water but no heating, or if you feel cold spots on your radiator, you'll need to "bleed" your radiators.



- Turn off the heat and let the radiators cool down completely.
- Put a cloth and bucket below the valve, **the smallest square nut at the top of the radiator.**
- Hold a radiator key (which you can find for about 50p at your local hardware shop) with a cloth, and turn it gently anti-clockwise to open the valve. **Do not unscrew the valve completely.**
- You should hear a hissing sound. Wait until it stops – water may begin to leak out as well – and then close the valve.
- Check your boiler's pressure (see Heating & Hot Water).
- Switch your heating back on, and check that there are no cold spots.



WE'VE GOT YOU COVERED

At Foxtons Property Management, we're here to help keep your home safe, secure and running smoothly. Most issues are easily sorted with the right guidance, and when you need support, you'll always be talking to people who know your property and know what to do next. Use this guide whenever something crops up, and rest assured you're in safe hands.

A modern living room interior featuring a large wall-mounted television, a low-profile white coffee table, a floor lamp, and a large white vase with flowers. The room has a light-colored rug and a large window with a view of a city skyline.

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[Foxtons.co.uk](https://www.foxtons.co.uk)