

Fameport: Property Maintenance

1. Brynmill and Uplands properties are now over 100 yrs old so maintenance is a fact of life. We want to respond promptly to any maintenance requests but can only do so if problems are promptly reported.
2. Each year we get students that don't report leaking showers or leaking radiators and we only find out problems during our monthly inspections. This causes unnecessary work and potential damage to the property that you could be charged for.
3. We operate an online maintenance process via our website: <http://www.fameport.co.uk>. We do this as it provides a full audit trail of logged maintenance requests and resolutions and avoids the scenario where tenants calls are not answered or messages are not taken etc.
4. All maintenance must be reported via <http://www.fameport.co.uk>. Click on the Maintenance menu option. **Your username** is the first part of the first line of your address. So for example if you live at 2 Alexandra Terrace, it would be **"2alexandra"**, if you live at 30 Malvern Terrace, it would be **"30malvern"**. **Your password is "2014"**. Just fill in the maintenance request giving as many details as possible. Please add your name and which room you are in if the request is specific to your room. The maintenance job will then be created and a text and email sent to our Property Manager " Lee" who looks after all maintenance. Lee and his team will acknowledge your request and will either call round himself or organise a separate tradesman to look at the problem. Once fixed, you will get a confirmation email from the system.
5. Some maintenance problems will have priority over others. We treat any boiler/heating maintenance requests as a priority however if they are not reported promptly, then we may be unable to sort out the same day.
6. We keep a number of temporary radiators, so can provide these in the event of a heating loss until the boiler is fixed.
7. Our office hours are Mon to Friday 9am to 5pm. We will respond to maintenance requests within these times only.
8. Emergency numbers for plumbers, locksmiths, gas and Police can be found on: www.fameport.co.uk/emergencyinfo.asp or see our separate emergency information sheet.