

# Reporting Maintenance Issues

In the first instance, all maintenance issues should be reported to the Accommodation Office either by email ([maintenance@lawestrust.org](mailto:maintenance@lawestrust.org)) or by phone 01582 938 372 / 678 / 281.

**Out of hours (evenings and weekends) for emergencies only** we have access to the Rothamsted Emergency caretaker service. Call-outs are charged at £144. You will be asked to pay this if either your situation is not considered an emergency, or your problem is due to your own mistake/negligence.

The table below gives further information about what we consider an emergency.

What is an emergency?			
Situation	Is this an Emergency?	Contact	Comments
No Heating	No	maintenance@lawestrust.org	Unless the temperature is particularly cold this is not an emergency.
No hot water	No	maintenance@lawestrust.org	
No water supply	Yes, if there is no water at all.	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	Check that neighbouring properties are not affected too, or that there is not a supply issue.
No power to property	Yes, if total loss of power and neighbouring properties are not affected.	Office Hours: Call LAT Estates Manager  Out of hours: Call Emergency Caretaker (07817 437 673)	

Fire	Yes	Fire Service	Emergency Number: 999
<b>Carbon Monoxide</b>	Yes	National Gas Emergency Helpline: 0800 111 999	Alert others and turn off appliances. Leave the property immediately. <b>Call the National Gas Emergencies number on 0800 111 999</b> in addition, please call the accommodation office to inform them/or the emergency caretaker if out of hours.
<b>Gas Leak</b>	Yes	National Gas Emergency Helpline: 0800 111 999	Alert others and turn off appliances. Leave the property immediately. <b>Call the National Gas Emergencies number on 0800 111 999</b> in addition, please call the accommodation office to inform them/or the emergency caretaker if out of hours.
<b>Lost Keys / Key Cards</b>	Yes	Office Hours: Call Accommodation Office (01582 938 281)  Out of hours: Call Emergency Caretaker (07817 437 673)  * There will be a charge for replacement keys and caretaker call out	
<b>Appliance Fault (e.g., oven, washing machine, fridge, freezer.)</b>	No	accommodation@lawestrust.org	Turn off and isolate appliance.

<b>Lightbulb replacement</b>	No	accommodation@lawestrust.org	
<b>Major Plumbing leaks</b>	Yes, if it cannot be contained and is causing damage	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	Turn the water off if you can Take care near electrical appliances, or if the water is coming through electrical appliances.
<b>Minor Plumbing issues (Dripping taps/shower/bath sink leaks)</b>	No	accommodation@lawestrust.org	
<b>Roof Leaks / Gutter Leaks</b>	Yes, if the leaking is causing major damage or affecting an electrical fitting	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	If not causing major damage or affecting an electrical fitting, please wait until Office Hours before reporting.
<b>Roof Damage</b>	Yes, if hazardous to people or property	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	If not hazardous to people or property, please wait until Office Hours before reporting.
<b>Blocked Toilet</b>	Yes, if there is only one toilet in the property	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	
<b>Broken windows</b>	Yes, if you are unable to secure the property and it is unsafe to be left	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	Call the police if a crime has been committed.
<b>Locks / Doors</b>	Yes, if a lock is broken and you are unable to secure the property	Office Hours: Call LAT Estates Manager (01582 938 678)  Out of hours: Call Emergency Caretaker (07817 437 673)	Call the police if a crime has been committed.

<b>Security (fear for personal/property safety)</b>	Yes	Call the police	Call the police if a crime is or may be committed.
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