

Reporting Maintenance Issues

In the first instance, all maintenance issues should be reported to the Accommodation Office either by email (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
Carbon Monoxide	Yes	National Gas Emergency Helpline: 0800 111 999	Alert others and turn off appliances. Leave the property immediately. Call the National Gas Emergencies number on 0800 111 999 in addition, please call the accommodation office to inform them/or the emergency caretaker if out of hours.
Gas Leak	Yes	National Gas Emergency Helpline: 0800 111 999	Alert others and turn off appliances. Leave the property immediately. Call the National Gas Emergencies number on 0800 111 999 in addition, please call the accommodation office to inform them/or the emergency caretaker if out of hours.
Lost Keys / Key Cards	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	
Appliance Fault (e.g., oven, washing machine, fridge, freezer.)	No	accommodation@lawestrust.org	Turn off and isolate appliance.

Lightbulb replacement	No	accommodation@lawestrust.org	
Major Plumbing leaks	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.
Minor Plumbing issues (Dripping taps/shower/bath sink leaks)	No	accommodation@lawestrust.org	
Roof Leaks / Gutter Leaks	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.
Roof Damage	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.
Blocked Toilet	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)	
Broken windows	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.
Locks / Doors	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.

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