

Repairs

We at Livesmart hope that everything runs smoothly during your time in our property. If however anything does go wrong and repairs are required we would ask that you notify us of these at the earliest opportunity.

The legal responsibility for repairs is set out in your tenancy agreement however in broad terms:-

We (Livesmart) are responsible for:

You (the Tenant) are responsible for:

Repairs may be notified to us by:

- Telephoning our freephone number 0800 028 2936 (outside normal office opening hours a message will advise you of the procedure to follow to report emergency repairs)
- By letter to our main administration office at Hartlepool
- In person to a Livesmart employee on site or at one of our other offices
- By email via the contact us page on this website

We would strongly recommend that you report any emergency repairs by telephone in order to obtain the most prompt response.

On being advised of a repair we will assess this in one of the broad categories.

- Emergency repairs (e.g. leaks, in seen property) when we will attend the property as soon as possible and will carry out repairs or make the situation safe within 24 hours
- All other repairs when we will attend the property within 3 working days to assess the situation. When these repairs are not carried out immediately you will be advised of the timescale for completion of the repair (e.g. where replacement parts are required)

We will endeavour to adhere to these timescales at all times but when this is not possible (e.g due to inclement weather, non availability of parts), we will ensure you are notified of progress and any changes to the timescale.