



HOUSE TO HOME LETTINGS LTD WELCOME INFORMATION PACK

REPORTING A MAINTENANCE ISSUE

IF THERE IS A MAINTENANCE ISSUE, YOU HAVE NUMEROUS WAYS TO REPORT IT

WEBSITE: WWW.H2HLETTINGS.COM

DURING OFFICE HOURS: 01322 337070 (0900 – 1700 MON – FRI)

EMERGENCY OUT OF HOURS: 01375 486312

(please note this number is for emergencies only.

If you call and it's not an emergency then we will then charge you.)

GAS LEAKS call 0800 111999 first then contact us.

Please visit our website to look at our Maintenance Time Schedule that we work towards.

COMPLAINTS

House to Home Lettings Limited aims to provide a high-quality service but recognises there may be occasions when there may be room for improvement or when Service Users are dissatisfied with the service they receive.

We will treat all complaints in a courteous and professional manner. Our procedures are fair and impartial.

How to make a complaint:

WEBSITE: WWW.H2HLETTINGS.COM

EMAIL: Nikki@h2hlettings.com

CONTENTS INSURANCE

You should take out contents insurance for your own possessions, as we cannot take responsibility for any loss, theft or damage

SMOKING & PETS

Under **NO** circumstances are Service Users allowed to either smoke or keep pets in the property provided.

DRUGS & ALCOHOL

Under **NO** circumstances are Drugs and Alcohol permitted in the property, refusing to adhere to these rules **WILL** result in your booking being closed.

RECHARGE POLICY

Please visit our website to read our recharge policy as we will **CHARGE YOU** for any damages.

Tel: 01322 337070 | **Email:** Office@h2hlettings.com | **Web:** WWW.H2HLETTINGS.COM
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