**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](http://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](http://WWW.H2HLETTINGS.COM)

EMAIL: [Nikki@h2hlettings.com](mailto: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.

**UTILITY BILLS**

All bills are your responsibility, excluding service charge.

**RECHARGE POLICY**

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