

MAINTENANCE REQUESTS

All non-urgent requests must be submitted via the form on our website (www.yorkstudentproperties.com). Once received we will organise for a member of the maintenance team to attend the property to address the issue, all tenants will be notified either via email or the WhatsApp group for your property. Please note it is your responsibility to replace any lightbulbs, other than those of a spot-light style.

Emergency maintenance requests refer to a loss in gas, power or water, strong smell of gas in the property and flood. In these cases, please call Joe on 07976 351 928.

In the event of loss of power or water supply, please first check Northern Powergrid (<https://www.northernpowergrid.com/power-cuts>) and Yorkshire Water (<https://www.yorkshirewater.com/extra-services/in-your-area/>) websites by searching your post-code to ensure it is not the result of planned or emergency works in the area.