

Maintenance Works & Compensation Claims

Jon Gauld Student Lets will always aim to have maintenance works carried out as quickly as possible to reduce the amount of inconvenience felt by the tenants.

There will be occasions when works take longer than normally anticipated (e.g. when parts need to be ordered in or where a job requires a specially qualified technician). Depending on the severity of the issue and the time taken, some compensation may be due. In these cases, the amount of compensation due can be worked out using the table below.

Compensation Table

<u>Category</u>	<u>Reasonable Time</u>	<u>% of rent due as compensation</u>	<u>Conditions</u>
Structural	Emergency	70	
Hot Water	Urgent	10	
Heating	Urgent	10	Only applicable during the winter months (temperature based)
Electric	Emergency	30	
Internet	Other	0	If included in a Tenancy, the internet is always provided for by a third party (e.g. BT, Sky, Virgin Media etc.) and they should be held responsible for lack of or poor service
Cleaning	Other	10	
Painting	Other	10	
Furniture	Other	10	
Appliances	Other	10	
Key	Other	10	
Flooring	Other	10	
<p>As per the Citizens Advice Bureau, the following lead times are deemed reasonable, from the time of being first reported:</p> <p>Emergency Issues 1 Working Day Urgent Issues 3 Working Day Other Issues 1 Month</p>			
<p>If an issue has been created from either the tenant(s) own recklessness or negligence, then no compensation will be due, and the tenant(s) may be responsible for all costs involved in resolving the issue.</p>			

All works are done to the satisfaction of the Landlord/JG Student Lets.

All of this is subject to agreeing to the works, as some works carried out are likely to be destructive in nature. It might be better waiting until a break from uni and carrying these

out whilst the students are not there, providing this does not cause major inconvenience and that the property will still be habitable in the interim.

Sources:

1. <https://www.citizensadvice.org.uk/Global/CitizensAdvice/Its%20broke%20lets%20fix%20it%20-%20Citizens%20Advice.pdf>
2. <http://guhg.co.uk/wp-content/uploads/2016/10/Compensation-Procedure.pdf>