



DOVE PARK

# Service Request Procedure 2025





# Dovepark Properties

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### PLEASE NOTE:

If you have are currently having an emergency **out of office hours**, please contact our emergency line on 07732 521 768. Emergencies pertains to issues involving a leak, no electricity / power supply or no heating. **If you have an emergency that may cause immediate and serious impact to your well-being, then please contact the emergency services in the first instance.** If you are having an issue within hours, the usual and fastest contact details are below.

1. Tenants are requested to email their service request into the Comer Homes Lettings Department who maintain and look over all Dovepark properties regarding any maintenance or service requests. An email is requested at the initial stage to receive as much information as possible alongside pictures where relevant.
2. If tenants communicate their service request via phone, an email will be sent to them putting their request into writing. In addition to requesting photos or any supporting information for their service request.
3. Where applicable, a tenant may also communicate a service request directly to their building concierge – where the concierge will either refer the service request to the office team in a timely manner. The concierge may resolve the request themselves, whilst maintaining a log as detailed below, and ensuring that both the tenant and in office team are aware of updates as the matter progresses.
4. At the earliest possible stage, the request along with evidence is logged into the system Snap Fix, where a log is maintained of all service requests until they are completed. At which point they are not deleted, but archived as a completed issue. Where a previous issue becomes prevalent again, a job will be re-opened to ensure that the matter is dealt with in the most efficient manner.
5. Following receipt of sufficient information in order to process a service request, the relevant contractor is then contacted in conjunction with notifying the tenant so they may suggest an appropriate time for a visit – if necessary.
6. Once an issue has been attended to, a report will be received by the contractor detailing whether it is then complete or if further action is needed. The tenant is again updated at this stage. If any follow up is required, at every stage a report is requested from the contractor, for us to take the best action with the most complete information. If an appointment occurs, and we do not receive communication from either party within a reasonable amount of time, we will contact the tenant in the first instance to follow up. With periodic follow-ups as necessary.
7. Where service reports from our contractors indicate that the issue resulted from the resident, and not genuine wear and tear, for example, the cost of repair will be recharged to the tenant, where applicable.
8. Once the contractor confirms the matter is resolved, the tenant is contacted to confirm the same. The issue is then archived as completed on Snap Fix and the internal log is updated. We appreciate that situations may arise where a tenant is not satisfied with the outcome of their request, hence ensuring that we always maintain a record of visits with third party reports from our contractors. If necessary, we do have on file multiple contractors, where a second opinion is needed for the same issue. Please note our Complaints Policy in relation to this.

Contact details for maintenance team:

In person, visit the Concierge (If applicable)

Tel: **0208 361 2424**

Email: **rentalrepairs@comerhomes.co.uk** or **lettings@comerhomes.co.uk**

Post: Maintenance & Repairs, Comer Homes Sales Office, Royal Drive, New Southgate, N11 3FL