

# Logging your maintenance issues.

We have created a guide to help you with reporting your urgent and non-urgent maintenance issues at your premises.



## Urgent issues

### Log the job

through our online form: <https://assura.co.uk/fm-form/>

Your request will be logged and allocated upon receipt. You will receive notification to confirm that your request has been allocated which will include a unique tracking reference.

Based upon the nature of the request we aim to complete urgent requests within 24 hrs.

Upon completion you will receive email notification of this.

### In the event of a life threatening emergency, dial 999 immediately.

- |   |   |
|---|---|
|  Any alarm sounding                       |  Severe structural damage                 |
|  Lift entrapment or lift stopped working |  Overflowing toilets threatening closure |
|  No heating or AC down in building       |  Power failure                           |
|  Locked out of site                      |  Burst pipe                              |
|  No water in building                    |  Smell of gas                            |
|  Severe Leaks                            |  Spillages                               |
|   |  Trip hazards                            |

## Non-urgent issues

### Log the job

through our online form: <https://assura.co.uk/fm-form/>

Within 24 hours, you will receive notification to confirm that your request has been allocated which will include a unique tracking reference.

Based upon the nature of the request we aim to complete nonurgent requests within 5 – 20 days.

Upon completion you will receive email notification of this.

### In the event of a life threatening emergency, dial 999 immediately.

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|---|---|
|  Dripping tap                   |  Minor pest control jobs e.g. ant infestation             |
|  Additional access fob request |  Single blocked toilet where other toilets are available |
|  Zip boiler out of order       |  Shower not working if other showers are available       |
|  Loose door handle             |  Minor landscaping works e.g. overgrown bush             |
|  Minor fabric works            |  Upgrades to decoration/asset                            |
|  Toilet not flushing           |  One light not working                                   |
|  Multiple non-urgent jobs      |   |