

Tenant Information Sheet

Maintenance Requests + Issues

Telephone – 01323 384020

Emergency No: **07708 828065**

Email – info@getaroomonline.co.uk

Use maintenance request from on our website – www.getaroomonline.co.uk, click on the Tenant's/maintenance request tab.

All maintenance requests are carried out as quickly as we possibly can. In some cases, we have to wait for the Landlord's instructions to authorise this, which means at times some of the issues may not be fixed immediately or as quick as you may expect. If you have not heard from a team member within 24 hours, call us on 01323 384020.

License/Tenancy Renewal

Approximately 1 month prior to your agreement ending one of our property management team will be in touch with you. We will request that you attend the office to sign a new agreement to extend your stay in the property or take instructions from you if you wish to vacate the property. An Admin Fee extension will be charged of £15.00 to extend the agreement.

Issues with other Residents (Room Rentals)

It is always best to live harmoniously and in a peaceful environment. At times though you may find that you may not agree on something with another tenant. We suggest you sit down with the person and discuss any issues that might have arisen as these can be easily sorted before getting out of hand. If you find this solution has not worked then call the office or email us to let us know what is happening and we will try to help resolve this.