



First Step

TENANTS

MAINTENANCE PROCEDURE

How to log a maintenance issue...

- Please log issues via the '**PROPERTY FILE**' portal. This allows the issue to be logged onto our system and allocated to a member of the First Step Team
- If you experience a breakdown of an appliance/ boiler please provide the make and model no

IN THE CASE OF A **BOILER BREAKDOWN**....

HAVE YOU TRIED RESETTING THE BOILER?

HAVE YOU CHECKED THE BOILER PRESSURE?

IS THERE ANY FAULT CODES ON THE BOILER DISPLAY REGARDING THE FAULT?

PLEASE report this on the **PROPERTY FILE** and we will respond

Emergency Contact Numbers

FIRE 999

What constitutes as an Emergency?

- Fire
- Flood
- Gas leak
- Electrical failure

Calling the National Gas Emergency Service number on **0800 111 999** is an important step when you suspect a gas leak. The number operates 24/7 and is free to call.

- First Step Main Office: **01462 659730**

Non-Emergencies should be reported via the **Property File**