



## **South Kensington Estates Customer Service Promise**

At South Kensington Estates (SKE) we want you to enjoy your home. We'd like to ensure that your stay in a SKE property is as comfortable and as effortless as possible. We do understand that the flat you are renting will be your home and that on a day to day basis you do not need to hear from us, your landlord, but that if something goes wrong, you expect us to fix it. We've outlined a few guidelines of the level of service you can expect from us.

### **Moving In**

We will allocate you your own property manager, either Kate Ryder or Tenika Young, who is responsible for overseeing maintenance and repairs for your property.

Gas, water and utility bills will be transferred into your name. Please do check the information and ensure you are responsible for paying all utility bills on time. If you would like a landline, please contact BT to install a new telephone line.

An inventory and schedule of condition of the property will be provided for your reference when you move in. We will pay for the inventory check in. You pay for the inventory check out when you leave.

All properties with gas appliances will have an up-to-date gas safety check. This is a legal requirement and the certificate will be included in your welcome pack. You are also entitled to request the relevant electricity certificates, the testing of portable electrical appliances (PAT testing) and energy performance certificates.

### **Maintenance**

As an SKE customer, your allocated property manager is responsible for your property for any maintenance questions and queries. You will also have access to a 24 hour concierge service in case of an emergency and you are welcome to visit our offices based around the corner in South Kensington. We operate a responsive, professional maintenance service and we are happy to help with the small details of your home as well as the fundamentals. All contact details are noted in the 'living in your property' part of your welcome pack below.

We aim to deal with all maintenance and repair issues as quickly as possible. As a minimum, all enquiries will be acknowledged within one working day. We will advise you as soon as possible if the enquiry is going to take longer than the time detailed below to be resolved and advise when the problem will be resolved.

Emergency repairs (e.g. flood in your property) will always be responded to within 24 hours. For your information, emergency repairs can be defined as those likely to cause a risk to your health or safety, or cause serious damage to the building. To ensure your safety it may be necessary for us to carry out temporary repairs in the first instance.

Any urgent repairs (e.g. broken entry phone or communal lift) will be dealt with within a three day period. Urgent repairs are defined as repairs that materially affect your comfort or convenience.

All other repairs (e.g. window cannot be opened or broken washing machine) will be responded to and dealt with within a 7 day period.

From time to time we will need to undertake planned preventative maintenance works to the interior and exterior of the building. You will be informed about these works in advance and we will always ensure that any disruption is kept to a minimum.

As custodians of the property in South Kensington and Brompton Quarter, we invest significant amounts in upgrading our stock and improving the locality. We want you to have an excellent experience of our properties, our service and the surrounding area.

### **Our staff and contractors**

Our team at SKE is made up of a small number of professionals who specialise in their particular field and we are happy to advise and assist with any issue that arises.

We take great care to select professional, qualified contractors for each relevant area of maintenance. We work with companies who provide best practice as standard, ensuring that all contractors take necessary steps to protect the property from damage and leave your home in a tidy state after works are completed.

If you feel that the service you receive from SKE or one of our contractors is unsatisfactory and you wish to make a complaint, please get in touch directly with our team in writing or by email to [complaints@ske.org](mailto:complaints@ske.org).

### **Moving out**

If you choose to leave your SKE property we will ensure that the necessary inventory checks are arranged on time and deposits are returned or retained in accordance with the tenancy deposit scheme (if your deposit qualified for such a scheme).

Our residential lettings manager at SKE will be happy to receive requests for references for the purposes of you securing a new tenancy.