

Logging your maintenance tasks.

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

Urgent tasks


Call our helpline on 0800 917 1523

Your task will be logged and you'll receive a unique tracking reference.

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

Throughout the process and upon completion you will receive email notifications.

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

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|---|---|
|  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 tasks

Self service portal via link
[Assura log a maintenance job](#), or QR code








Your task will be logged and you'll receive a unique tracking reference.

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

Throughout the process and upon completion you will receive email notifications.

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 | |