

# Logging your maintenance issues

A guide to help with reporting urgent and non-urgent maintenance issues at your premises

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

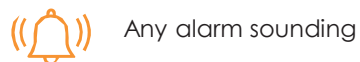
## Urgent issues

Log the job – call  
0800 917 1523

Your request will be logged and allocated. 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.



Any alarm sounding



Lift entrapment or lift stopped working



No heating or AC down in building



Locked out of site



No water in building



Severe Leaks



Severe structural damage



Overflowing toilets threatening closure



Power failure



Burst pipe



Smell of gas



Spillages



Trip hazards

## Non-urgent issues

Log the job – via the portal

<https://www.assurapl.com/customers/log-a-maintenance-job>

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

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

Upon completion you will receive email notification of this.



Dripping tap



Additional access fob request



Zip boiler out of order



Loose door handle



Minor fabric works



Toilet not flushing



Multiple non-urgent jobs



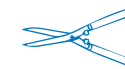
Minor pest control jobs e.g. ant infestation



Single blocked toilet where other toilets are available



Shower not working if other showers are available



Minor landscaping works e.g. overgrown bush



Upgrades to decoration/asset



One light not working

For emergency maintenance and/or health & safety related issues, call the 24/7 helpline: **0800 917 1523**