

# KAMPUS

## **Maintenance Guarantee**

Maintenance issues happen, usually at the most inconvenient time. We don't feel you should have to wait for these to be fixed. That's why at Kampus we offer a 72 hour Repair Guarantee. Put simply, if we don't complete your repair within 72 hours of you reporting it to us, you don't pay rent until we fix it!

Our maintenance team are brilliant, but they can't always perform miracles; certain repairs cannot be completed in 72 hours, therefore we do not cover the following under our Repair Guarantee:

- Damage caused by residents or their visitors
- Remedial works following a leak
- Ceiling and wall repairs / painting
- Flooring repairs and replacements
- Glazing or balcony / terrace door repairs
- Television and Broadband services, or any outage caused by Utility companies
- Repairs requiring special parts
- Pest control services
- Insurance Related Repairs
- Communal Repairs

We will always keep you informed of repair progress, if a repair is expected to take a long period of time to resolve we may offer you an alternative apartment whilst we resolve the issue.

Our guarantee doesn't cover situations where:

- Children are in the home without an adult present
- We are unable to access your home (i.e. lock change)
- Your pet was not secured in your home
- A natural disaster has occurred
- An insurance claim is submitted requiring a loss adjustor

Whilst we want to ensure the best service for everyone, we cannot be responsible for external third party vendor or contractor timescales.