



west country  
investments

*Buying and selling properties throughout England, Scotland & Wales*

## Maintenance

Westcountry Investments pride themselves on maintaining their properties to the highest standards but sometimes unexpected things do go wrong.

When this happens, we aim to provide efficient and effective service while attending to your concerns.

Our target response times are:

**Emergency:** defects affecting the safety, security or health of the tenant - one working day (24 hours)

**Urgent:** defects causing loss of facility to the tenant or likely to cause further deterioration to the structure, fabric, fittings, fixtures or services to the building - four working days.

**Routine:** defects which can be deferred without serious inconvenience to the tenant - 28 working days.