

Reporting Maintenance...



Best way to report maintenance is through our email. This is monitored so we can prioritise all of our maintenance effectively.

Email: works@cityletsplymouth.co.uk



In the subject please put your property address

Give a brief description

Please Provide a video or photos so we can direct our contractors accordingly.



If your pictures look like this because your light bulb isn't working... Don't worry about it!



Notice

Please note that once we have received your email, we will send someone to take a look. This could be within the day as our contractors work various times and days. You're our priority.

Examples to email ect.

- Boiler error code
- No Internet
- Broken appliance
- Accidental damage
- Pests

Email

Maintenance will not be dealt with until you email. Please allow two working days for a response.



In the case of an emergency
Lockouts, power or water ETC.

EMERGENCY: 07731978436