



Maintenance Protocol

Your responsibilities for repairs and maintenance will depend on the Agreement you enter into. Each parties respective repairing liabilities will be detailed within the agreement. Where you have repairing responsibilities in respect of the premises you are advised to obtain independent professional advice prior to entering into an agreement.

If we propose to undertake any works prior to you entering into your agreement our surveyors will prepare a list of work that we will be responsible for. We will write to you to confirm the scope of works, the proposed contract period and who will be carrying out the work on our behalf. Any costs which you are responsible for will be clearly identified. If you have any concerns about the work we have planned, you are advised to obtain independent advice.

We will issue a Schedule of Condition to you, at the commencement of the agreement, which documents the condition of the areas of the property which you are required to maintain under the terms of your Agreement when you first enter the property. The Schedule of Condition will be attached to your Agreement. You will be expected to keep and return the property in no worse condition than detailed in the Schedule of Condition.

Where we are responsible for repairs and maintenance you are responsible for notifying us of any items of disrepair. You should contact our helpdesk as soon as you are aware of any issues. Our helpdesk can be contacted on: 01902 329199

Where you are responsible for repairing all or part of the premises we reserve the right to carry out an annual Property Review which will be undertaken by a suitably qualified person employed by Marston's. The inspection will identify any failure to repair in accordance with your repairing obligations. You will be responsible for any outstanding repairs, in accordance with the terms of your agreement and the Schedule of Condition attached thereto.

A Schedule of Dilapidations may be served during the agreement term including exercise of break options: an Interim Schedule or at forfeiture or surrender of the Lease or on assignment. This will be undertaken by a suitably qualified person. The Schedule of Dilapidations drawn up will take into account your repairing obligations under the terms of your Agreement and the Schedule of Condition. You will be charged the fee for the dilapidation survey. Failure to undertake the repairs identified may result in either a Repair notice being served or us undertaking the works and recharging the cost to you.

Our Pathway Agreement includes a decorating fund that you will pay into. This will allow you to save up for decorations and minor repairs you will have to carry out in the future. This work is visually inspected by a Marston's surveyor and written confirmation is issued to the office to allow payment to be made by us to you. You are responsible for the payment to your contractor.

Our lease and tenancy agreements include a service charge which you will pay, in return we will undertake certain works, details of which are included in your agreement.