

Case Study

Initial Response

The situation

Our tenant called up on a Friday night saying the electric power shower wouldn't work.

What they needed

They wanted it fixed as soon as possible.

What we did

As the landlord was a fully managed client she benefits from our 24/7 Initial Response Telephone Service as part of her management fee. The tenant therefore has direct access to this service and they were able to talk through the issue over the phone. Our Initial Response Team were able to diagnose the probable cause over the phone due to their experience with bathroom installations. The water had been turned off in the flat, which the tenant had not been aware of, as it was a water tank fed system. When water has been turned off power showers are susceptible to air locks. Initial Response knew that this can often resolve itself in 24 hours after the water is back on and advised the tenant as such.

Result

Our tenant was delighted that our Initial Response team were able to talk through the issue and reassure her that it may not be a major issue. She was pleased to be looked after and treated with consideration and therefore felt she could cope with bathing over the weekend knowing the problem should either sort itself over the weekend or a plumber would come out on the Monday. As expected once the tank had refilled the air lock was dispersed and the shower started to work again and thus no call out was needed at all.

This saved the landlord money but also meant the tenant was happy and felt looked after – and thus more likely to remain in one of our properties.