GALLUS MAINTENANCE GUIDE

GALLUS
SALES | LETTINGS

REPORTING MAINTENANCE

All maintenance issues must be reported through the Street.co.uk Tenant App.

Street allows you to report repairs, upload photographs and videos, receive troubleshooting guidance and track the progress of maintenance jobs.

How to report an issue:

1. Download and open the Street.co.uk app.
2. Log in using the email address registered with Gallus.
3. Select the maintenance section or the option to report an issue.
4. Describe the problem clearly, including when it started and anything you have already tried.
5. Follow any relevant and safe troubleshooting guidance provided.
6. Submit the report, attaching photographs or videos where possible.

If you have not received access to Street.co.uk, or are unable to use the app, please contact our office.

IMPORTANT: Although maintenance issues can be reported through Street.co.uk at any time, submitting a report does not guarantee an immediate out-of-hours response. For a genuine emergency outside office hours, follow the emergency procedures below.

1. WHAT IS AN EMERGENCY?

An emergency is a problem that presents a serious or immediate risk to people's health or safety, the security of the property, or the building itself, and where action cannot reasonably wait until the next working day.

Examples include:

- A major, uncontrolled water leak or flooding.
- Sewage backing up into the property.
- Dangerous electrical faults, sparking, scorching or exposed live wiring.
- A suspected gas leak or carbon monoxide alarm activation.
- A broken external door or lock leaving the property insecure.
- A complete loss of essential services requiring urgent attention.
- A serious heating or hot water failure where the circumstances make an immediate response necessary.
- A blocked or overflowing toilet where there are no usable alternatives, or where there is a health risk.
- Significant water ingress affecting ceilings, electrics or neighbouring properties.

This list is not exhaustive. The seriousness of an issue will depend on the circumstances, including safety risks, weather conditions and the needs of occupants.

What to do in an emergency

During office hours - Report the fault immediately through Street.co.uk.

Outside office hours - If the issue is a genuine emergency that cannot safely wait:

1. Take reasonable steps to make the situation safe, without putting yourself or anyone else at risk.

2. Contact the relevant emergency service or emergency contractor listed in this guide.
3. Report the issue through Street.co.uk as soon as reasonably possible.
4. Provide Gallus with details of the contractor contacted, any work undertaken and any follow-up required.

Where a contractor cannot be reached and immediate action is necessary, you may contact an appropriately qualified alternative emergency contractor. Keep their details and any invoice or receipt, and notify Gallus as soon as possible.

Emergency attendance will likely involve making an issue safe temporarily, with permanent repairs arranged during normal working hours.

Out-of-hours call-outs

Emergency contractors should only be contacted for matters that genuinely require

urgent attendance.

Tenants are expected to use reasonable judgement and follow applicable safety guidance. However, nobody should delay reporting a potentially dangerous situation because they are worried about being charged.

Where a tenant's negligence, misuse or breach of tenancy obligations directly causes avoidable contractor costs, Gallus may seek recovery of reasonable costs where legally permitted.

2. EMERGENCY – LEAKS & PLUMBING

Leaking sinks, washing machines or dishwashers

If water is leaking from a waste pipe or an appliance:

- Stop using the affected sink or appliance.
- Turn off the appliance and its water supply if this can be done safely.
- Place a container or towels underneath a minor leak where appropriate.
- Avoid using the affected plumbing until it has been checked.
- Report the problem through Street.co.uk with photographs.

If stopping use of the appliance stops the leak and there is no continuing risk of damage, the issue can normally be addressed during working hours.

However, if water continues to escape, cannot be contained, affects electrics or threatens another property, treat it as urgent. **A leak that can be contained to a household sized bucket for 12 hours is not classed as an out of hours emergency, unless our office will be closed for another 24+ hours.**

Do not dismantle plumbing or attempt repairs beyond safe, straightforward checks.

A major leak inside your property

If you discover a burst pipe or substantial water leak:

1. Turn off the water using the stopcock if you can safely locate and operate it.
2. Stop using affected appliances, taps and plumbing.
3. Keep away from any electrical fittings affected by water. Do not touch wet electrical switches or equipment.
4. Contact an emergency plumber if water is continuing to escape or serious damage is likely.

5. Notify Gallus immediately and submit a report through Street.co.uk.

Do not leave substantial leaks unattended or wait to see whether flooding becomes worse.

Water leaking into the property below

If a neighbour reports water entering their property from yours:

- Stop using baths, showers, sinks and washing machines until the source is identified.
- Check for obvious signs of escaping water.
- Isolate the relevant water supply if safe and necessary.
- Inform Gallus immediately via Street

If the leak cannot be controlled or doesn’t slow / stop after turning off all sources, arrange emergency attendance.

Water entering your property from above

If water is coming through the ceiling or walls:

- Contact the upstairs neighbour if possible and ask them to investigate.
- Notify Gallus immediately so we can assist with the appropriate landlord, factor or contractor.

- Keep clear of any affected electrical fittings or unsafe ceilings.
- If the leak is substantial or presents an immediate danger, you may contact the Fire Brigade to force entry. This option should only be used in genuine flooding conditions.

Do not enter another person's property or attempt to force access.

No water supply

If you have no cold water:

- Check whether neighbouring properties are affected.
- Check for any known interruption with Scottish Water.
- Contact Scottish Water on 0800 0778 778 if the issue appears to affect the mains supply.
- If the problem appears confined to your property, report it to Gallus.

A complete loss of essential water supply should be reported promptly. The need for out-of-hours attendance will depend on the circumstances.

3. EMERGENCY – ELECTRICS

Complete power failure

If your electricity stops working:

1. If you use a prepayment meter, check that there is sufficient credit and that the meter is operating correctly.
2. Check whether neighbouring properties are also affected.
3. Check for a local power cut by calling 105 or checking SP Energy Network website.
4. If it is safe to do so, check your consumer unit for a tripped circuit breaker.
5. Attempt a straightforward reset, provided there are no signs of danger.

If the circuit trips again, do not repeatedly reset it. Report the fault and seek electrical advice.

If there are signs of burning, smoke, sparking, water damage or exposed live parts, do not attempt troubleshooting.

If there is fire or an immediate danger to life, leave the property and call 999.

Electric shower not working

If an electric shower stops working:

- Check whether other electrical items are functioning normally.
- Check the shower's isolator switch, if fitted.
- Check whether the circuit breaker has tripped.
- Do not repeatedly reset a circuit that continues to trip.

Report the issue through Street.co.uk with the make and model of the shower where possible.

THIS IS <u>NOT</u> AN OUT-OF-HOURS EMERGENCY. However, if there are other circumstances make the issue urgent, please contact Gallus for an assessment.

Electrical appliances not working

If an electrical appliance stops working:

- Check that the appliance is switched on correctly.
- Check its settings and timer.
- Check that the socket has power, where safe.
- Check the consumer unit for a tripped breaker.
- Consult the appliance instructions or Street.co.uk troubleshooting guidance.

If an appliance is damaged, overheating, smoking, leaking or repeatedly tripping the electrics,

stop using it and report the fault.

Any ‘normal’ faults out with the above regarding appliances can wait until the next working day. Please do not contact a contractor out-of-hours.

4. EMERGENCY – HEATING & HOT WATER

Gas boiler not working

If you have no heating or hot water:

1. **Check your gas supply -** If you have a prepayment meter, check that it has sufficient credit and is functioning correctly.
2. **Check your thermostat -** Ensure the thermostat is calling for heat and any programmer or timer is set correctly.
3. **Check the boiler pressure -** Many domestic boilers operate at approximately 1–2 bar when cold, although the correct pressure depends on the model.
    a. If the pressure is low, you may be able to repressurise the boiler using the manufacturer's instructions or specific guidance from Gallus.
    b. Do not attempt this if you are unsure which controls to use, and never remove the boiler casing.
4. **Check for an error code -** If an error code is displayed, take a photograph and include it in your Street.co.uk maintenance report.
5. **Reset the boiler -** You may attempt a reset using the manufacturer's instructions, if safe to do so. Do not repeatedly reset a boiler that continues to fail.

If the problem continues, report it through Street.co.uk. **If you have no heating October - March, you may call out an emergency contractor if this cannot wait until the next working day.**

Electric heating or hot water not working

- Check that the electricity supply is working.
- Check the heating controls and timer settings.
- Ensure radiators or storage heaters are set correctly.
- Check for a tripped circuit breaker, where safe.
- Look for error messages or warning lights.

If the problem continues, report it through Street.co.uk. **If you have no heating October - March, you may call out an emergency contractor if this cannot wait until the next**

working day.

When is a heating or hot water failure an emergency?

A complete loss of heating during cold weather (October - March) may require urgent attendance, particularly where there are children, elderly occupants, vulnerable residents or health concerns.

Similarly, a loss of hot water may require an urgent response depending on the circumstances, duration of the outage and availability of alternatives.

If the issue poses an immediate risk or cannot reasonably wait, contact Gallus or the appropriate emergency contractor.

Smell of gas or carbon monoxide alarm sounding

If you smell gas or a carbon monoxide alarm activates:

- **Leave the property immediately.**
- Do not operate electrical switches or use naked flames.
- Do not attempt to repair or reset gas equipment.
- Call the National Gas Emergency Service on 0800 111 999 from a safe location.
- If anyone is unwell or there is immediate danger, call 999.
- Follow the emergency service's instructions and do not re-enter until it is safe.

Notify Gallus when it is safe to do so.

5. NON-EMERGENCY MAINTENANCE

Condensation, damp and mould

Condensation can occur when warm, moist air comes into contact with colder surfaces.

Everyday activities such as cooking, showering and drying clothes can increase moisture levels.

To help manage condensation, tenants should take reasonable steps where practical, including:

- Using extractor fans and ventilation systems provided.
- Ventilating rooms appropriately.
- Keeping trickle vents open where fitted and appropriate.
- Avoiding blocking ventilation openings.
- Reporting broken extractor fans or heating problems.
- Avoiding unnecessary indoor moisture build-up.

All damp and mould concerns should be reported to Gallus promptly through Street.co.uk, even where the affected area appears small.

Gallus will arrange an appropriate investigation and any required landlord repairs in line with Scottish law.

Under the Scottish requirements introduced on 6 October 2026, applicable reports of damp or mould must be investigated by a competent person within 10 working days of the landlord becoming aware of them.

A written summary of the investigation must be provided within 3 working days of its conclusion. Where substantial damp or mould is identified, necessary repair work must begin within 5 working days of the investigation concluding, subject to the statutory provisions for exceptional circumstances.

Repairs must then be completed as soon as reasonably practicable.

Mice and other pests

Pests can sometimes be an issue in older properties, including traditional tenement buildings.

If you notice signs of mice or other pests:

- Report the issue through Street.co.uk.
- Provide photographs of droppings, damage or possible entry points where possible.
- Keep food stored securely.
- Dispose of rubbish appropriately.
- Maintain reasonable cleanliness to avoid attracting pests.

Please do not attempt structural repairs or seal external entry points yourself.

Gallus will assess whether pest control, building repairs, involvement from the property factor or other measures are required.

Responsibility for pest-related costs will depend on the cause. The presence of pests does not automatically mean the tenant is responsible.

Blocked sinks, baths, showers and toilets

Minor blockages can sometimes be caused by hair, food debris or other everyday build-up.

In the first instance:

- Remove visible hair or debris from accessible plughole covers.
- Try a suitable plunger.
- Check and clean accessible appliance filters as instructed by the manufacturer.
- Stop using the affected fitting if water is backing up.

Do not dismantle fixed plumbing or use hazardous chemicals. If the blockage cannot be resolved safely, please report it through Street.co.uk.

Where a contractor establishes that a blockage was caused by inappropriate disposal of items, such as wipes, sanitary products or excessive food waste, reasonable repair costs may be recoverable where supported by evidence and permitted by law.

Blockages caused by defective pipework, structural issues, normal wear or other landlord responsibilities will not be charged to the tenant.

An overflowing toilet, sewage backflow or the complete loss of the only usable toilet may require urgent attention.

Radiators not heating properly

If a radiator feels cold or has cold patches:

- Check that the heating is switched on.
- Check that the thermostat is set appropriately.
- Ensure the radiator valves are open.
- Check whether other radiators are heating normally.

Air trapped in radiators can sometimes cause cold patches.

If you are confident and have been given suitable instructions, bleeding a radiator may resolve the issue. This is not compulsory, and you should not attempt it if you are unsure.

If the issue persists, report it through Street.co.uk.

Do not remove radiator valves or attempt plumbing repairs yourself.

Lights, switches and sockets

If a light stops working, check whether the bulb needs replacing, where it can be accessed safely.

Tenants may be responsible for routine replacement of ordinary light bulbs under their tenancy agreement.

Do not attempt to access unsafe heights, dismantle fittings or carry out electrical repairs.

Faulty switches, sockets, wiring or fixed light fittings must be reported to Gallus.

If a fitting is sparking, overheating or showing signs of damage, stop using it and treat the issue as urgent.

Smoke, heat and carbon monoxide alarms

Test alarms using the manufacturer's test button as recommended.

Report any faulty, damaged, missing or repeatedly sounding fault-warning alarms promptly.

Do not disconnect, remove or interfere with an alarm to silence it.

Gallus will arrange repairs or replacements required to maintain statutory fire and carbon monoxide safety standards.

If a smoke alarm indicates an actual fire, evacuate and call 999. If a carbon monoxide alarm activates, follow the emergency guidance above.

Washing machines and dishwashers

If a washing machine or dishwasher is not working:

- Check that the appliance has power.
- Check that the door is properly closed.
- Check the settings and programme.
- Clean accessible filters where permitted by the manufacturer's instructions.
- Check for visible obstructions or error codes.

If the appliance is leaking, stop using it and report the issue.

Do not pull out or dismantle an appliance if doing so could cause injury or damage.

Ovens, hobs & other appliances

If an appliance is not working correctly:

- Check the power supply.
- Check any timer or control settings.
- Check the manufacturer's troubleshooting guidance.
- Take a photograph of any error code.

If an appliance is causing electrical circuits to trip, overheating or otherwise appearing unsafe, stop using it.

Report faults involving landlord-supplied appliances through Street.co.uk.

6. TENANT RESPONSIBILITIES & CONTRACTOR CHARGES

What are tenants responsible for?

Tenants must take reasonable care of the property and its contents. This includes:

- Keeping the property reasonably clean.
- Using appliances, heating and plumbing correctly.
- Reporting faults and damage promptly.
- Taking reasonable, safe steps to prevent avoidable damage.
- Carrying out appropriate routine tasks, such as replacing accessible ordinary light bulbs or cleaning appliance filters, where required under the tenancy agreement.
- Looking after any private garden in accordance with the tenancy agreement.
- Cooperating with lawful and reasonable arrangements for maintenance access.

When can a tenant be charged?

Gallus may seek reimbursement of reasonable costs on behalf of the landlord where the tenant, a person living at the property or an invited visitor has caused damage or expense through

fault, negligence or a breach of tenancy obligations.

Examples include:

Lost keys and avoidable lockouts

Where keys have been lost, misplaced or left inside the property, and the lock is functioning correctly, the reasonable cost of restoring access is the tenant's responsibility.

If a lock has failed through ordinary wear, deterioration or another issue for which the landlord is responsible, the cost will not normally be passed to the tenant.

Blocked drains caused by misuse

Where a contractor establishes that a blockage was caused by inappropriate disposal of wipes, sanitary products, foreign objects or similar materials, reasonable costs may be recoverable.

Damage caused by misuse

Where an appliance, fixture or fitting is damaged through misuse or negligence, reasonable repair costs may be recoverable.

Unreasonable failure to provide agreed access

If a contractor's visit has been agreed and the tenant unreasonably fails to provide access, a reasonable and evidenced abortive attendance cost may be recoverable where the tenant's breach directly caused that cost.

Avoidable emergency contractor costs

Where a tenant acts negligently or in breach of their tenancy obligations and this directly results in unnecessary emergency contractor costs, Gallus may seek recovery of the reasonable costs legally attributable to that conduct.

Each case will be assessed individually, including whether the tenant had a reasonable basis for believing urgent attendance was necessary.

When will a tenant not be charged?

Tenants will not be charged merely because:

- A reported issue resolves before the contractor arrives.
- A genuine fault is intermittent or cannot be reproduced.
- A problem arises through fair wear and tear.
- The repair is the landlord's responsibility.
- A tenant is unable to perform troubleshooting that is unsafe, unreasonable or beyond their ability.

How are charges assessed?

Before seeking reimbursement, Gallus will consider the cause of the issue, the relevant tenancy obligations, the contractor's findings, any supporting evidence, the reasonableness of the costs and any explanation supplied by the tenant.

Any proposed charge will reflect the reasonable, actual cost incurred, rather than an automatic penalty or administration fee.

Tenants will be provided with the reason for any proposed charge and supporting cost information, and will have an opportunity to raise a dispute. No deduction from a protected tenancy deposit will be made outside the applicable tenancy deposit scheme process.

Our aim is not to charge tenants for reporting repairs. It is to ensure that costs arising from tenant-caused damage or avoidable breaches of tenancy obligations are dealt with fairly and appropriately.

7. ACCESS FOR MAINTENANCE

Tenants are required to provide reasonable access for necessary inspections and repairs.

For private residential tenancies, Gallus will normally provide at least 48 hours' written notice and seek agreement for access, except where an emergency justifies shorter notice.

We may share relevant contact details with an instructed contractor for the purpose of arranging and carrying out repairs.

If you would prefer a contractor to use management keys while you are away, please confirm your permission with Gallus. Permission to use keys for one appointment does not automatically authorise entry for future visits.

Please let us know promptly if an agreed appointment is no longer suitable so that alternative arrangements can be discussed.

Where access is refused, Gallus will follow the appropriate legal process rather than assuming an unrestricted right of entry.

8. EMERGENCY CONTACTS

Please only arrange emergency contractor attendance where immediate action is reasonably necessary.

For all other repairs, report the issue through Street.co.uk and allow Gallus to arrange the appropriate contractor.

Gas and plumbing

Scott Gas

Telephone: 07450 654769

Email: repair@scottgas.co.uk

LG Services

Telephone: 01698 678 117

Drainage

Maxflo Drainage

Telephone: 0141 673 1057

Electrical

Homesafe Electrical

Telephone: 0800 599 9793

If there is a fire or immediate danger to life, evacuate and call 999.

Locksmiths

Argyle Locksmiths – Eddie

Telephone: 07711 901199

Keys Galore – Paul

Telephone: 07523 305297

If the listed locksmiths are unavailable and urgent attendance is essential, you may contact a suitable local emergency locksmith. Retain any receipt or invoice and notify Gallus as soon as possible.

Responsibility for costs will depend on the cause of the problem and the circumstances of attendance.

Other essential contacts

Gas Emergency Service: 0800 111 999

Scottish Water: 0800 0778 778

Electricity power cuts: 105

Police, Fire or Ambulance Emergency: 999

Gallus Sales & Lettings: 0141 212 0825

Email: info@galluslettings.com

Maintenance reports: Street.co.uk Tenant App

IMPORTANT: Emergency attendance will often involve making a problem safe. Further repair work may need to be arranged by Gallus during normal working hours.

9. FREQUENTLY ASKED QUESTIONS

I have a problem with utilities, Council Tax or post. What should I do?

Tenants are generally responsible for their gas, electricity, broadband and Council Tax arrangements unless the tenancy agreement or applicable law provides otherwise.

Please contact the relevant supplier or local authority directly regarding accounts, billing and payments.

If you receive mail addressed to someone who no longer lives at the property, you can mark it "Not known at this address" and return it to the postal service.

My energy bills are high. How can I reduce them?

You may be able to reduce energy consumption by:

- Using heating timers and thermostats efficiently.
- Avoiding unnecessary heating of unused rooms, while maintaining suitable temperatures.
- Using appliances efficiently.
- Checking that hot water settings are appropriate.
- Comparing energy tariffs and speaking to your supplier.

It is important to maintain adequate heating and ventilation to help prevent condensation and protect the property.

I have an issue with neighbours,

communal areas or bins. Who should I contact?

For bin collections and recycling arrangements, please contact your local council.

If there is a problem involving communal repairs, shared doors, lighting or other factored areas, please report the issue through Street.co.uk.

Gallus can then contact the relevant property factor or responsible party where appropriate.

If you are concerned about antisocial behaviour or threatening conduct, contact the appropriate authorities.

Can I redecorate, mount a television or change furniture?

We want you to feel at home in your property.

However, please seek written permission from Gallus before redecorating, drilling into walls, installing wall-mounted televisions, replacing landlord furniture or making alterations.

Any approval may be subject to reasonable conditions.

Items included in the inventory should remain at the property unless otherwise agreed.

I need to report a repair. What should I do?

Please report the issue through the Street.co.uk Tenant App and provide as much relevant information as possible.

Photographs, videos, error codes and appliance details can help us arrange the correct repair more quickly.

If the issue is a genuine emergency, follow the emergency procedures in this guide.

What if I cannot access Street.co.uk?

Please contact our office on 0141 212 0825 or email info@galluslettings.com.

We can help you access your account or arrange an alternative reporting method where

necessary.

You should never delay reporting a serious safety issue because of a problem accessing the app.

I want to end my tenancy. What do I need to do?

For a Scottish Private Residential Tenancy, tenants generally need to provide at least 28 days' written notic.

Please contact Gallus to confirm the appropriate process, particularly if you have a joint tenancy. Joint tenancies must always be joint & severally ended, regardless if one person would like to remain and enter a new tenancy.

We will provide information about returning keys, arranging check-out and dealing with your deposit.

Any proposed deposit deductions must be supported by appropriate evidence and can be challenged through the relevant tenancy deposit scheme.

Can I install broadband, Sky or other television services?

You are welcome to arrange appropriate services for the property, subject to the tenancy agreement.

Please obtain written permission before any installation requiring drilling, external equipment, alterations to the building or work affecting communal property.

What maintenance should I carry out myself?

Tenants should carry out reasonable day-to-day care and straightforward tasks, where safe and appropriate.

Examples include cleaning accessible appliance filters, replacing ordinary light bulbs, checking heating controls, topping up boiler pressure, replacing thermostat batteries and using plumbing correctly.

More complicated repairs, fixed electrical work, gas-related work and other specialist maintenance should be reported to Gallus.

You must not attempt repairs that could put yourself or the property at risk.

What if a fault was caused by something I did?

Please report it to us as soon as possible and explain what happened.

Accidents can happen. Being upfront helps us arrange the correct repair and prevent further problems.

If damage or costs result from fault or negligence, reasonable costs may be recoverable in accordance with the tenancy agreement and Scottish law.

Can a contractor attend when I am not home?

Where appropriate, Gallus may be able to arrange a contractor to attend using management keys with your permission.

Please confirm this when discussing the appointment. Normal access and notice requirements will continue to apply.

CONTACT GALLUS

Gallus Sales & Lettings

Telephone: 0141 212 0825

Email: info@galluslettings.com

Website: www.gallussaleslettings.com

For all routine maintenance, please use the Street.co.uk Tenant App.

Please report problems promptly, carry out only safe and reasonable checks, and contact us if you are unsure how to proceed.

TENANT ACKNOWLEDGEMENT

Maintenance Responsibilities

At Gallus Sales & Lettings, we aim to deal with maintenance issues as quickly and efficiently as possible. To help us do this, we ask all tenants to follow our maintenance reporting procedures and take reasonable care of their property.

By signing below, you acknowledge that you have received or been given access to our Maintenance Guide and understand the following responsibilities:

1. **Reporting repairs:** All maintenance issues should be reported promptly through the Street.co.uk Tenant App, with photographs or videos where possible. If you cannot access Street.co.uk, please contact our office directly.
2. **Basic troubleshooting:** Before requesting a contractor, tenants are expected to undertake reasonable, safe and straightforward checks, where appropriate. This may include checking appliance settings, thermostat controls, prepayment meter balances or following manufacturer-approved instructions.
3. **Emergency repairs:** Out-of-hours emergency contractors should only be contacted where a problem requires immediate attention and cannot reasonably wait until normal working hours. Please refer to our emergency maintenance guidance before arranging attendance, where it is safe to do so.
4. **Preventing further damage:** Tenants must take reasonable steps to prevent avoidable damage, such as turning off a leaking appliance, containing escaping water where safe, or promptly reporting a worsening fault.
5. **Access for repairs:** Tenants must cooperate with reasonable arrangements for inspections, maintenance and repairs, in accordance with the tenancy agreement and applicable notice requirements.
6. **Tenant-caused damage:** Tenants may be responsible for reasonable repair costs where damage or expense has been caused by their fault, negligence or that of an occupant or visitor, rather than fair wear and tear or a fault for which the landlord is responsible.

Contractor Attendance & Recoverable Costs

Gallus Sales & Lettings reserves the right, on behalf of the landlord, to seek recovery of reasonable, evidenced costs where these are legally recoverable as a result of a tenant's fault, negligence or breach of their tenancy obligations.

Examples may include:

- Lost keys or lockouts caused by tenants, rather than a defective lock.
- Drain blockages caused by inappropriate items being disposed of.
- Damage caused by misuse of appliances, fixtures or fittings.
- Reasonable abortive contractor costs directly caused by an unjustified failure to provide agreed access.

Any proposed charge will be assessed individually, taking account of the circumstances, supporting evidence, the actual costs incurred and the tenant's explanation.

Tenants will not be charged for ordinary wear and tear, genuine landlord repair obligations or for reasonably reporting suspected faults or safety concerns.

Any charge must be consistent with Scottish law and the tenancy agreement. Disputed charges may be challenged through the appropriate process.

Acknowledgement

I/we confirm that I/we have received the Gallus Maintenance Guide and understand the procedures for reporting maintenance issues, responding to emergencies and exercising reasonable care of the property.

I/we understand that reasonable costs arising from tenant fault or negligence may be recoverable where permitted by law.

This acknowledgement does not remove or limit any statutory rights or obligations of the tenant or landlord, nor does it create an automatic right to impose call-out fees.

_____	_____
Tenant	Date
_____	_____
Tenant	Date
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