

BALCASKIE

Landlords Charter.

Balcaskie is a modern working estate at the heart of the East Neuk of Fife. We are committed to cultivating and caring for the natural environment, nurturing local business and supporting our vibrant community.

Landlords commitment;

We commit to manage our properties for the long term enjoyment by their occupiers and create a habitat which encourages occupiers who share our passion for the area and communities.

We proactively manage our properties to avoid emergency repairs. Regularly checking roofs, gutters, windows and visual inspections externally. We maintain a rigorous programme of servicing for boilers, testing of electrical circuits and testing fire/smoke and CO alarms.

All emergency repairs e.g water leak, will be completed within 24 hrs. Emergency repairs are those which are required to make the building and occupier safe and prevent further damage.

All minor repairs e.g leaking taps, will be completed within 7 working days.

We will communicate directly with you to inform you of any action required – letting you know if the repair needs specialist trades and when they will be able to attend.

Our trades people are all vetted and we are lucky to have excellent long term working relationships with them. We aim to provide them with complete information before arrival so they have the necessary parts and we ask that their time is used efficiently with agreed access times to the property.

We will follow up to establish that the work has been completed and to ensure there are no outstanding issues.

We pay our trades people within 14 days of invoice.

Occupiers commitment;

We ask that you also help us to achieve the commitments below by reporting any issues as quickly as possible and to ensure the most efficient response process, the more information we receive the greater the chance of resolving the issue first time.

Sending photographs and videos will make the diagnosis and reaction time more efficient – we ask that faults are reported to the number below preferably by [WhatsApp](#).

Maintaining clear access for repairs (ensuring fuse cupboards are clear where access is required)

Being aware of the location for the water mains and electricity supply to isolate in emergency.

Ensuring the property is well ventilated and condensation is managed with heat and fresh air.

Chimneys are swept at least annually.

Trades commitment;

We commit to respond within the timeframe Balcaskie has outlined.

We will always agree a time of access and inform you if this is not possible due to unforeseen delays

We will endeavour to sort the issue at the time but if we need to return with spare parts, we will keep you and Balcaskie informed.