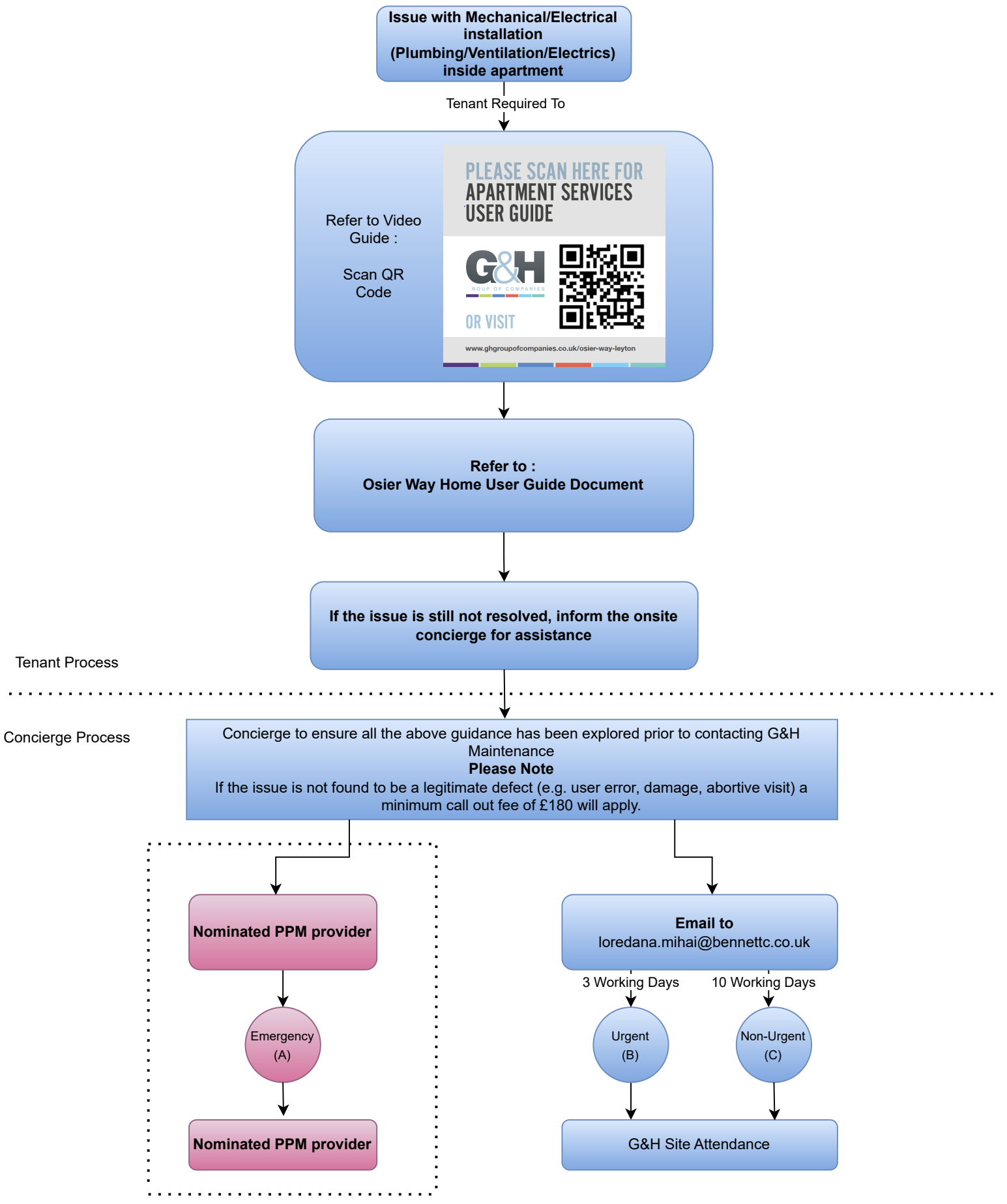


Osier Way Tenant Process Map For Mechanical & Electrical Issues



Please Note:

That any issue to be found due to be lack of maintenance according to the manufacturers instructions, or industry guidance will be subjected to the minimum call out fee.

Priority Table		
A - Emergency	Risk to H&S/ Building critical failure	24 Hours
B - Urgent	Impact to landlords services	3 Working Days
C - Non Urgent	Asset Failure	10 Working Days