



REGISTERED OFFICE
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BARLOW WHITE REPAIRS

To make it super easy and quick for all our tenants to report any issues or repairs, please see our handy guide below.

- Report via email, that way you have a written record and it's a little quicker than constantly phoning, especially if you're at work or busy yourself.
- Take a quick photo or video and email it across – evidence is great and helpful to the maintenance team.
- Have as much information about the issue as possible, such as make and model numbers, name of boiler etc.
- Are we able to access the property with our keys? Or do you wish to be present (please be mindful that if you wish to be present this may hold up the repair)
- Please report the issue as soon as possible, leaving things never helped anyone.
- Sometimes landlords have a certain appliance policy with different companies, therefore things may not be dealt with as speedily as we would like or you, but please do bear with us.

We have an in-house maintenance team in the office from 9.00am – 5.30pm and an emergency phone number for out of hours. We must stress that when we say an emergency it really does need to be an emergency as call outs can result in a pricey phone call. Please find the details below of who to report too:

Tracy Moulin – tracy@barlowwhite.co.uk

Emergency Phone Number (Out of hours use only) – 07544725056