

Your property is now registered with Rapid Secure Ltd, Norfolk's leading maintenance and servicing management company, working with your agent offering an outstanding quality of service.

We have over 5 years experience working with the Norfolk and Suffolk Constabulary, and most recently working for the Victim Support charity. We are now operating this service for landlords and tenants of let properties.

### What you're entitled to and how it works

- Our staff will make an appointment at your convenience to conduct your free home health check.
- You will receive a certificated visual electric inspection, a full maintenance report in which we will have listed any problems that we have noticed (and non-obligation quotes to rectify them, we can also quote on new work at your request).
- You will also receive a service agenda, in which we will have noted all servicing requirements, notify you when this is due and schedule all servicing if preferred.
- To conduct these we are equally comfortable working directly with you or with your appointed agents.
- Your property will be issued with a magnet displaying our emergency number.

### The services we offer

- Complete boiler servicing by approved experts.
- Plumbing requirements addressed by Corgi registered plumbers.
- All landlord required certificates catered for.
- Electrical testing (PAT Testing) and replacements by N.I.C.E.I.C registered electricians.
- Complete facilities management including gutters, windows, grounds and fencing.
- Cleaning and in-home maintenance.
- Removals and storage services.
- Waste removal and cesspit emptying.
- Completion of any insurance works.

### I want to use my own contractors?

If you have preferred contractors, please provide us with their details and we will endeavour to work alongside them so that you get the best service at the most competitive prices.

### What if a tenant calls in a problem that I am not willing to pay for?

On receiving an emergency call from a tenant we inform them whether or not this is their responsibility. If the problem is the responsibility of the landlord we will phone you or your agent and get approval for the work.

If the tenant is responsible for the work, we will deal with them directly and invoice them for works completed.

If you wish to receive any further information, please don't hesitate to discuss this with our client manager on freephone  
**0800 756 6690**

24 hour  
freephone  
number  
for all requirements

Free  
home  
health check



### Contact us

For further information on the Rapid Secure Peace of Mind package, or to discuss your requirements specifically, please do contact us:

T 0800 756 6690

E [rapidsecure1@aol.com](mailto:rapidsecure1@aol.com)

Our administrative office is open from 9am-5pm from Monday to Friday.

effective  
simple  
comprehensive