

# NPS Property Consultants Ltd

# Help Desk

**Tel: 0800 0858592**

## Day to day Building Maintenance

**Tap Dripping?  
Toilet Leaking?  
Blocked Drain?**

**No Heating?  
No Hot Water?  
Roof Leaking?**

**Broken electrical socket?  
Faulty Lights?  
Door locks problem?**

Minor Day to day problems will be dealt with by making one phone call to the NPS HELP DESK. Our successful free-phone Help Desk is being extended and will now be available from 0800 hrs to 1700 hrs Monday to Friday with effect from 1 February 2005.

We have also added an extra phone line too. Our operators headed by Nuncy Simpson, are on hand to help you deal with day to day building, mechanical and electrical defects up to a value of £500 and your calls will result in immediate action being taken on your behalf by the operator.

### Steps in the process:

- You call the Help Desk on the above Free Phone Number.
- We organise a Contractor to deal with your problem with your preferred contractor.
- We confirm the order to you and issue you with the order number for reference.
- All invoices are sent to NPS and approved by The Help Desk Operators.
- A selection of invoices are audited on a regular basis in which case you may be contacted for feedback on works carried out and contractor performance.

### Help Desk Operators include:

- |              |                     |
|--------------|---------------------|
| ● Di Dunford | ● Duane Myhill      |
| ● Cara Mason | ● Daniel Traficanti |
| ● Mike Smith | ● Tracey Page       |