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May 5th, 2026



Effective Maintenance for Tenant Success

As landlord and property owners of twenty-two (22) Light Industrial Parks in Trinidad and Tobago, maintaining these properties such as factory shells owned by the company and the common spaces at the Parks is very important to having satisfied tenants, visitors and fence-line communities. Maintenance of the company's facilities is critical to resolving issues early, thereby reducing down time in addition to ensuring a safe, efficient, and productive space for everyone.

According to Mr. Keon Phillip, Manager, Facilities and Maintenance, *“Maintenance is a two-way street, and tenants play a key role in helping e Teck achieve success. There are a few ways in which we can work together to make maintenance smoother and more effective.”*



What you can do to help us?

1. Report your maintenance matter

costly repairs. It also helps e TecK prioritise and plan maintenance work and allocate the necessary resources in a way that minimises disruption to your operations.

Tenants can report maintenance concerns in the following ways:

1. **Contact Your Property Officer:** This is the most direct and effective route. The assigned Property Officer at your Park can assess the issue and check the terms on your lease agreement, especially as certain repairs may fall under tenant responsibilities.
2. **Online:** Use the Issues and Concerns Tab on e TecK's [website](#) and report your issue, which will be channeled to your assigned Property Officer.
3. **Tenants Hotline:** Call the hotline at **1-868-225-1970** on Monday to Friday 8:00 a.m. – 4:00 p.m.

2. Understand your lease and tenant responsibilities

It is important to review your lease agreement to understand which maintenance items fall under your responsibility versus e TecK's. Generally, the company is responsible for **common area and structural issues (like roofing or flooding)**, while **unit-specific issues** may fall to the tenant.

When in doubt, your property officer is the best first point of contact as they can clarify responsibilities and guide you on the next steps towards resolving the issue/s.

We continue to work on improving the efficiency of resolving your issues and concerns in a timely and transparent manner.

e TecK reminds tenants of the measures to take so that your issues can be resolved quickly and efficiently - **report early, report clearly, and stay informed**. We appreciate your partnership in making our Industrial Parks operate more efficiently for businesses to continue to develop and grow.



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