

## What is an Emergency?

During any tenancy the chances are any property will need to have some maintenance work required. For general maintenance requirements our tenants need to just drop us an email or give us a ring and we will arrange for a maintenance technician to attend. However there are occasionally emergencies maintenance issues that need urgent attention. The first point of call, if needed, is to get to safety and call the relevant emergency services on 999. We have an emergency number for you to contact us on, given to you at your check-in appointment, for us to arrange a maintenance engineer at the earliest possible opportunity. This fact sheet is designed for you to read in advance of an emergency to be aware of what constitutes an emergency to avoid charges for an unnecessary out of hours call.

An emergency repair is any fault which threatens further harm to people or property.

This page gives examples of what we class as an emergency.

In office hours, if your repair is classed as an emergency, we aim to have an operative at your home within 4 hours.

Out of hours, our target is to get to you within 24 hours, but wherever possible we aim to have an operative at your home in significantly less time than 24 hours.

### Heating and hot water

- Where you or your home is at risk due to a major water leak from any part of the heating system.
- Where, due to failure of the heating system, either children under the age of five, the elderly, the disabled or the sick are in a situation without heating of a room. We recommend that you purchase at least one portable fan heater for emergency situations.

Please note: Having no hot water is NOT considered an emergency. The only exception to this would be for household members who are frail, elderly or registered disabled.

### Gas leaks and carbon monoxide detector activation

If you smell gas, or the carbon monoxide detector is sounding please telephone Transco (British Gas) on 0800 111999 who will attend to isolate the meter and make safe where necessary.

If the gas problem results in a lack of heating, it will be dealt with in the same way as for heating and hot water (above). You will need to give us this information when you phone.

### Lack of power supply

We will attend to this as an emergency when there is a loss of power to sockets throughout your home. Please check with the power supplier before contacting us. Power loss to lighting circuits will be attended to only when there is a hazard to health, such as light to communal hallway.

### **Total lack of water supply**

Before contacting us, please check with the water utility company to ensure that works are not being carried out in the area.

### **Plumbing leaks**

Where a leak is minor and can be contained, we will not attend as an emergency. If the leak is causing damage, then it will be considered an emergency - especially if penetrating into an electrical fitting. In the interim you should turn off your water supply at your stopcock or gate valve.

### **Roof leaks**

This will be attended to only when the damage is likely to worsen or when it is hazardous (eg roof tiles may fall on to a public highway). Usually, we will only make the roof safe and arrange a repair for a later date.

### **Damage to roof**

This will be attended to only when the damage is likely to worsen or when it is hazardous (eg roof tiles may fall on to a public highway). Usually, we will only make the roof safe and arrange a repair for a later date.

### **Downpipes and gutters**

We will deal with this as an emergency only if water is entering the building causing major damage or the loose part is dangerous and cannot be made safe by the occupant.

### **Blockages**

You should always have the use of one toilet. If your toilet is blocked and you are able to you should try to clear the blockage yourself. A mop is an excellent tool to use as a plunger. We will clear the blockage if you are unable to.

Please note that if the blockage is due to your actions, you will be charged for the repair.

### **Broken windows (glazing)**

If the damage is caused as a result of a crime, than you will need to notify the local police who will supply you with a crime number, which we will need for our records. We will make safe and secure at the emergency visit and make a further appointment to re-glaze.

### **Insecure property**

This would be considered an emergency if, for example, a door is damaged in a break-in and will not close, or if a ground floor window is jammed open or if a lock will not operate. If the damage is caused as a result of a crime please notify the local police who will supply you with a crime number, which we will need for our records. We will make safe and secure at the emergency visit. A further appointment may be made to complete the works.

### **Lockouts**

Normally we will not attend lockouts if it is due to the customer's actions, such as losing a key or locking it in the property. If you request that we attend we will charge for the emergency call out, the time that it takes the operative to complete the works and any materials he uses.

Alternatively, you could contact a local locksmith. Assistance may be offered to elderly and infirm residents, but you should be aware that the works will be chargeable.

### **Dangerous walls and fences**

We will attend and make safe walls and fences that are in a dangerous condition, for example due to storm damage. We would arrange to repair at a later date.

### **Defective manhole covers**

We will repair manhole covers that are within the curtilage (boundary) of your property only. We will attend as an emergency to repair, temporarily cover or protect damaged, loose or missing manhole covers if dangerous. We would arrange to repair the damage at a later date.

**Please remember genuine emergencies only will be dealt with out-of-hours. If an emergency call-out is not a genuine emergency, the costs incurred could be charged to you.**

### **Insurance**

Your landlord has a legal requirement to insure the property itself and any contents or furnishings that come with the property. All personal belongings and furnishings belonging to any tenants are to be insured by the tenant.