



## What is an emergency?

An emergency repair are those repairs which are necessary to alleviate, remove or reduce risk to the safety, security or health of a tenant, the general public or the property.

Listed below is a list of what we determine and emergency, most of it is common sense, however do take time to familiarise yourself with the headings below, if you do have any queries please do not hesitate to contact us.

### How to report an emergency

Emergencies should be reported immediately during office hours on the following numbers – 01952 306 444 or 07932 251 924.

If the emergency arises outside normal office hours which are 8am to 6pm Monday to Friday call Martin on 07932 251 924.

### Important Notice

If a contractor does make an emergency call out and determines that the problem is not an emergency and that it could have been dealt with during normal office hours, or if the problem has arisen as a result of tenant mis-use, you may be recharged the cost.

**No Heating** (Gas only) Considered an emergency if there is a total failure of a central heating system between the months of October and April inclusive. However, before you call the emergency out-of-hours service, please check the following basic checks.

#### Boiler Power Supply

First thing to check is that the power supply to your central heating is actually on. Sounds silly but this happens a lot and because customers are in a bit of a panic about their heating it gets missed. Maybe it's a fuse or the main circuit breaker board has tripped and just needs resetting.

#### Reset Button

Most boilers usually have safety devices built in so if any of these are tripped a simple reset may get your whole system working. The reset is normally a button on the front of the boiler or a dial which needs to be set to zero and then turned back on. For further information find your boilers manufactures instructions which should reference this.

#### Heating Controls

Check your central heating programmers, timers or room thermostats are working and switched on.



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### **Gas supply**

Gas supply can cause lots of central heating or boiler breakdowns, especially if you have a payment meter with a card which can result in the gas being switched off if you run out of gas. Usually the card needs to be inserted and the gas meter reset button pressed in order to re-establish the gas supply to your gas boiler or gas combination boiler.

### **Pressure**

System pressure on most sealed systems can run low causing the boiler to stop working; this is usually on combination gas boilers. There is normally a device called a filling loop which enables you to fill the system or charge the system with more water. Please ensure that the boiler is operating at the correct pressure. If you're not confident then call us within office hours and we will ensure that the next day this issue is resolved.

**Gas Leaks** - If you smell gas or you think there has been an escape of other fumes such as carbon monoxide, call the free 24 hour national emergency number on 0800 111 999, straight away.

**No Hot Water** – Please report the issue to the office by phone, text or email as soon as possible. This will enable us to get a contractor to you within 24 hours or sooner if possible. The out-of-hours emergency service should only be used if you are going to be left without hot water for more than 24 hours e.g. over the weekend.

**Lack of Power Supply** - Considered an emergency if there is a total loss throughout the property and, only then, after first checking with the electricity supplier to determine whether there is a general power cut, and with neighbouring properties. Please also check the fuse board to see if any of the trip switches have been switched off.

**Total Lack of Water Supply** - Considered an emergency if there is a total lack of water supply anywhere in the property. The water supplier should be contacted in the first instance to ensure that works are not being carried out in the area. Call Severn Trent - 24hr emergency number on 0800 783 4444.

**Plumbing Leaks** - Considered an emergency if it cannot be contained and is causing damage, especially if penetrating an electrical fitting. You should isolate the leak by turning the water off at the stopcock or gate valve until the contractor attends to identify the source and carry out the necessary repairs. If the leak is coming from a property above or adjacent, you should contact those occupants immediately.



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**Roof Leaks** – Considered an emergency if the leak is causing major damage or if penetrating an electrical fitting. In wet, windy or dark conditions, a contractor would be sent to make safe only. Only in safe conditions will a contractor attend to identify the source and carry out the necessary repairs.

**Damage to Roofs** - Considered an emergency if hazardous, such as slates potentially falling on to a public area.

**Downpipes & Gutters** - Considered an emergency only if water is entering the building causing major damage or a loose part is dangerous and cannot be made safe.

**Blockages** - Clearing blocked waste outlets, traps and pipes to the kitchen sink bath, washbasins etc. is the tenants' responsibility. If a contractor is dispatched, tenants will be recharged the cost of attending to any blockages if it is found to have been caused by tenants' negligent actions, e.g. flushing of nappies, disposal of food waste.

**Toilets** - Considered an emergency if the only toilet on the premises is blocked, and only then if attempts to flush with a bucket of water have failed.

**Showers, Baths or Sinks** - Considered an emergency only if there is no other means of washing available in the property.

**Drains** - Considered an emergency if damage is being caused, or it's causing a health & safety problems, or it's preventing the use of the toilet - see 'toilets'.

**Broken Windows** - You should notify the police in the first instance – you will be given a crime reference number. If there is damaged / broken glass or the window is on the ground floor, or any other place likely to make the property vulnerable to criminals, then this will be considered an emergency.

**Insecure Property** - If the property is insecure as a result of a break-in, e.g. damaged door, you should notify the police you will be given a crime reference number. A ground floor window being jammed open or an inoperable lock would also be considered an emergency.

**Lock Outs** - If as a result of losing a key or locking it inside the property, you should call a local locksmith, at your own expense. If we were to dispatch a contractor under these circumstances, the cost would be recharged to you.

**Dangerous Walls & Fences** - Considered an emergency if in a dangerous condition, e.g. storm damage or accidental impact damage. These will be made safe in the first instance. Repairs and/or rebuilds will not be treated as an emergency.