

## **WHAT TO DO IN AN EMERGENCY/WHAT IS AN EMERGENCY?**

An emergency is something that could not have been foreseen and which could cause serious damage to the property. For example:

Fire, smell of gas/gas leak, burst pipe, collapse of ceiling/immediate danger - see below.

- **FIRE - In case of fire dial 999**

Get everyone out of the property immediately and do not go back in for any reason. Warn neighbours if any might be in danger and if in an apartment block, activate the communal fire alarm.

- **SMELL OF GAS**

If you smell gas or detect a gas leak, call the National Gas Emergency service on 0800 111 999

Open the doors and windows, do not turn any electrical switches on or off, do not smoke, do not use the door bell, do not use matches or naked flames.

Check to see if any gas appliances have been left on and unlit or a pilot light has gone out – if so turn off the appliance and do not try to re light it.

- **LEAKING, BURST OR FROZEN PIPES**

Should you experience a burst pipe please turn off the water at the stop tap and 'drain down' the system by running off the water in another area (such as kitchen sink taps).

If the electrics are affected, turn off the electricity at the consumer unit/fuse box if it is safe to do so – use the main ON/OFF switch.

Can it be isolated? Some appliances have isolation valves – you can use these to stop their water supply.

If electrical fittings get wet – do not touch them.

For small leaks, place a dish or bowl under the leak, pull back any carpets and use towels or newspaper to absorb water.

- **LOSS OF ELECTRICAL POWER TO THE WHOLE PROPERTY**

Should you experience a total loss of electricity please check your meter supply, contact your provider, check with the neighbours to see if it is an issue in your street/area.

Loss of electricity is often down to a tripped fuse. Please check the fuse box in the property (usually located on the ground floor of a property in somewhere such as a cupboard) and re align any tripped switches. If the fuse continues to trip, this may well be down to a faulty appliance.

Check your plug sockets are working by testing an appliance in various sockets and check an appliance is not causing the fuses to trip. Do not overload sockets by using multiple adapters/multi gang extension leads.

If unsure contact National Grid on 0800 111 999.

- **BLOCKAGE OF YOUR ONLY TOILET**

(Please note that if you have caused the blockage you will be liable for the bill)

Please try flushing with a bucket of water or plunging with a mop and ensure no obvious obstructions such as wipes or nappies are causing the problem.

- **LOSS OF HEAT OR HOT WATER (October – April)**

If you have an issue such as loss of hot water or heating please note we will aim to investigate within 24 hours, where reasonably possible.

An engineer may be available to attend but not rectify the problem initially, parts may be required. On such occasions we are able to provide an alternative source of heating for the interim period.

PLEASE CONSIDER IF YOUR LANDLORD HAS ANY 'HEMOCARE' COVER WITH SUCH PEOPLE AS BRITISH GAS. THIS INFORMATION (IF APPLICABLE) WOULD HAVE BEEN PROVIDED TO YOU. IF SO THEY WILL NEED TO BE CONTACTED DIRECTLY.

- **BROKEN WINDOWS OR DOORS FOLLOWING A BREAK IN**

If you experience a break in, or other such incident, you should contact your local police station and obtain a crime reference number.

A handy man should only be instructed to temporarily board up the window/make the property safe. Full and proper repairs should be undertaken during normal working hours to replace glass/doors once reported to Greenwood James. You must also report any damage to the police and obtain a crime reference number.

- **KEYS / LOCKS**

Locked out / lost keys - this is tenants own responsibility. Greenwood James hold keys for your property and during office hours, you can call to the office and borrow these to take a copy (at tenants' own cost once a deposit has been paid).

If out of hours you will need to call a lock smith at your own cost & provide us with 2 copies of the new keys - one for the landlord and one for Greenwood James.

(Greenwood James recommended locksmith 07939 879073).

- **OUT OF HOURS EMERGENCY**

Please ensure that you are experiencing a true emergency and that the issue cannot be resolved when our Lettings and Management Department next opens.

Please remember that if a contractor is called out as an emergency when a repair is not justified, you will be liable for all cost.

Hours of operation: The Residential Lettings and Property Management Department for Greenwood James opening hours are as follows:

Monday to Friday - 9.30am – 5.30pm

Saturday - 10.00am – 3.00pm

Sunday - Closed

## **Bank Holidays - Closed**

Outside of our normal working hours, Tenants requiring an EMERGENCY RESPONSE may wish to organise it themselves, subject to the note below, or alternatively you can call:

**07939 879073**

For none emergency maintenance please email : [info@greenwoodjames.co.uk](mailto:info@greenwoodjames.co.uk)

**NOTE** – Tenants are reminded that the costs for any repairs they commission will need to be authorised by Greenwood James Lettings and Management before they can be reimbursed to tenants. By instructing your own repairs prior to obtaining this consent (even through our approved contractor) you risk not being reimbursed if the landlord concludes the cost of the repairs are excessive or that the landlord is not liable for them.

### **WHAT TENANTS SHOULD DO THEMSELVES**

Test the smoke alarms and Carbon monoxide detectors, remembering to replace the battery if necessary.

Bleed the radiators.

Unblock plugholes with suitable detergent.

Unblock drains using a drain unblock product - please use in accordance with the manufacturers guidelines as advised on product. (Bleach is not advised as not effective compared to drain un-block products).

Replace light bulbs, change fuses.

Tighten loose handles, toilet seats etc., if only a screwdriver is required.

Gardens to be kept and lawns mowed, unless agreed otherwise.

Windows to be cleaned, unless agreed otherwise.

Ventilation: It is the tenants' responsibility to ensure that the property is adequately ventilated, particularly in the kitchen and bathroom. Please refer to your fact sheet on avoiding condensation so that you don't become liable for any charges relating to rectifying any damage to the property where poor ventilation has caused condensation and damp.

These guidelines are issued to try and provide advice and assistance for general and emergency maintenance issues. Please contact our office during working hours if you require any further assistance or clarification.