

OUT OF HOURS INFORMATION FOR TENANTS

Please find information below on what to do in an emergency, and for advice on what is considered urgent

EMERGENCY DETAILS

Emergency number is: **07717 297679**

The following situations **WOULD BE** considered URGENT, however, this is not exhaustive

1. Gas leaks/suspected carbon monoxide issues
2. Severe flooding due to weather or a burst pipe where the property requires pumping and drying out.
3. Wind damage whereby the structure of the property becomes unstable e.g. roof tiles falling off or windows breaking etc.
4. Urgent repairs due to fire damage and firefighting measures.

The following situations **WOULD NOT BE** considered URGENT, however, this is not exhaustive

1. Boiler breakdown resulting in loss of hot water and central heating.
2. Minor leaks from plumbing systems or rainwater that can be contained by catching in a suitable vessel (bucket etc).
3. Loss of power due to electrical failure (with the exception of fire risks).
4. Blocked toilets/drains etc.

Calling out contractors out of hours is very costly and therefore should only be done in the event of a genuine emergency – please note that if you call out a contractor unnecessarily then it will be your responsibility to pay the cost and not that of the landlord.

WHAT TO DO IN THE EVENT OF AN URGENT PROBLEM

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services emergency line immediately on **0800 111 999** (This is a 24 hour emergency line).

Also take the following action:

1. Open all doors and windows to ventilate the property.
2. Do not turn on/off any electrical switches.
3. Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
4. If there are any electrical security entry phones/locks, please open door manually.

WHAT TO DO IN THE EVENT OF A NON URGENT PROBLEM?

As a tenant you will need to take a common sense approach to problems that occur out of hours and also take reasonable steps to prevent this situation worsening. Try not to panic and think “what would I do if I owned the house and didn't have an agent to call”. It may be necessary to call out a plumber or electrician yourself in order to prevent further problems, but please remember if it is not an emergency then you will be liable for the costs associated.

Firstly take the necessary action to find and isolate the issue. For example if the electrical system trips out it will normally be as a result of a fault in the wiring or an appliance. In order to isolate the circuit, switch off all of the circuit breakers including the RCD and then turn the RCD on again (this may involve pulling it completely to the off position and then turning back on again).

If the RCD no longer trips then start turning on the individual circuits breakers to try and find the one that is faulty (this will normally cause the RCD to trip again). Once the faulty circuit is found then any appliance on that circuit can be removed and plugged back in, in order to pinpoint the problem further. Once the faulty circuit or appliance is located, it can be left off and the remainder of the system can be used normally.

With regard to the plumbing system a similar approach can be adopted to isolate leaks using stop taps and isolator valves. For large leaks turn the water off completely until a plumber is available.

Once the situation is under control and stabilised please call us at the next opportunity and leave a message so that we can deal with the issue as soon as the office re-opens.

CONTACT US

01285 706900

info@cannon-estates.co.uk