



EMERGENCY GUIDELINES AND TELEPHONE NUMBERS

Emergency repairs are for any repairs which are necessary to alleviate, remove or reduce risk to the safety, security or health of a resident, the general public or the property.

Please note: These numbers are to be used for **out of hours* emergencies only**. If a contractor makes an emergency callout and determines that the problem is not an emergency and could have been dealt with during normal office hours, you may be charged the cost of the callout plus a permitted fee.

***Out of hours** are defined as Bank Holidays, weekends (4.00pm Sat-9am Monday) and weekdays (5.30pm-9am)

EMERGENCY TYPE	COMPANY TO CONTACT	TELEPHONE NO.
Central Heating, Hot Water, Plumbing	SGS	01722 331 066
	Stonehenge Plumbing & Heating	01722 212050
	Warm Response	07850 391 846
	If you have a British Gas Contract*	08001 077 798
Gas Leak	National Gas Emergency Service (formerly Transco)	0800 111 999
	SGS	01722 331 066
Blocked Drains	Wessex Drainage Solutions	01722 349 324

GUIDANCE ON EMERGENCIES

GAS LEAKS - If you think you smell gas or are worried about gas safety, call the National Gas Emergency Service (formerly Transco) Freephone number **0800 111 999** 24hr service. They will attend and isolate the meter and make it safe. If this results in a lack of heating then please see 'no heating' paragraph above. If, as a result of the leak, a gas cooker or gas fire are not working but alternative cooking/heating facilities are available then out-of-hours action will not be considered necessary.

NO CENTRAL HEATING/HOT WATER AND PLUMBING ISSUES - The out of hours emergency service should be used if you are left without heating for more than 48 hours (eg over the weekend), or if a person or property is at risk due to a burst pipe causing a major leak from any part of the heating system.

***If you have been advised at the start of your tenancy that the Landlord has a British Gas Contract please ensure you ring **08001 077 798**.**

PLUMBING AND GUTTERING – Plumbing leaks are considered an emergency if they cannot be contained and are causing damage.

- Isolate the leak by turning the water off at the stopcock until a contractor attends.

If the leak is from an adjacent property, contact the occupants immediately. If you are unable to contact the occupant please try and turn off the water at the mains.

BLOCKAGES/DRAINS –

- If a shower/bath is blocked and there are no other washing facilities this is
- If drains are blocked and causing damage or health and safety risks, these are also considered to be emergencies.
- If a toilet is blocked, first flush with a bucket of water. If this does not work and it is the only available toilet, this is considered an emergency.

WATER - The out-of-hours emergency service should only be used if you are going to be left without water for more than 24 hours (eg over the weekend). If there is a total lack of water supply anywhere in the property, the water supplier should be contacted in the first instance to find out if the lack of supply is due to works being carried out in the area.

COLD WEATHER ADVICE – During periods of cold weather freezing temperatures can cause devastation to properties if pipes freeze and burst. Please leave the heating on low, even if the property is left vacant for a period of time.

ELECTRICAL - If there is a total lack of electricity supply anywhere in the property the electricity supplier should be contacted in the first instance to find out if the lack of supply is due to works being carried out in the area. Before calling an electrician, please check the fuse box to ascertain whether a switch needs to be turned back on.

UNSECURE PROPERTY –

- If a window has been broken by a third party please obtain a crime reference number.
- If you have caused the damage the cost will be re-charged to you.
- For out-of-hours breakages a please call Regency Builders and they will board up the window if it is dangerous or is in a place likely to make the property vulnerable to criminals.
- Lost keys/locked out this is the tenant's responsibility and keys need to be replaced at your own cost.

During normal office hours please phone Whites immediately to inform the lettings department of your emergency on 01722 336422 option 2, Maintenance.

NORMAL OFFICE HOURS are Monday-Thursday 9am-5.30pm, Friday 9am-5pm and Saturday 9am-4pm.