

Repairs and Maintenance

Emergency Issues

Fire

Please ensure all tenants are aware and leave the property immediately, closing doors on your way out. We do not expect tenants to tackle a fire.

When safe to do so, please call **999** and wait in a safe location away from the property until the fire brigade arrives.

Gas Leak

Please notify tenants, open any windows that you can on your way out of the property. **Do not** switch on any appliances/light switches.

Once safe to do so, please call National Grid on **0800 111 999** and follow their instructions.

Active Water Leak

If you have any active leak/flood within the property, you need to identify your stop cock and call the emergency out of hour's number on your notice board and follow their instructions.

Fire Alarms

If our offices are closed and you have an issue with your fire alarms, you must call the out of hour's service immediately.

Security

This could be items such as a window being smashed (on a ground floor) which creates ease of access to intruders.

Being unable to secure the front of the property, leaving it open to intruders.

Lockout

If you are unable to find alternative accommodation (e.g. a friend's room or lounge) for the night, then you will need to contact the out of hour's service for a locksmith.

Please be aware this may be charged to you if this is a lockout due to tenant fault.

