

## **Emergency Guidelines**

An emergency shall be deemed to have occurred when an unforeseen situation arises, which, if not dealt with quickly would:

1. Damage or cause further damage to the home
2. Create unreasonable discomfort, risk of difficulties for or to the resident in relation to the home
3. Render the home unsafe or insecure

### **PLUMBING & GAS CENTRAL HEATING**

#### **Burst Pipes**

Turn off the water supply at the stopcock and use containers to try and catch the water. If the water is affecting the electricity, switch off the supply at the mains. Contact the emergency number provided.

#### **Leaking waste to baths and sinks**

Emergency repairs to leaking waste pipes for baths and sinks are normally only carried out if the appliance is unusable because of the leak. If the leak can be caught by containers, do this and report the repair during normal working hours.

#### **No Water Supply**

First, check whether or not the water authority has turned the water supply off in your area. Quite often the cold water tap in the kitchen is linked directly to the mains so try this.

If there is no supply from this tap then the supply has been stopped and you should contact the emergency number provided.

#### **No Heating/No Hot Water**

If you have an electric immersion heater as an alternative means of hot water supply then you will be expected to use this until repairs can be carried out as routine maintenance.

Check to see if the pilot light has gone out, if so, follow the instructions for re-lighting. Check the thermostat to see if it has been switched to a high or low position.

If you have a combination boiler which requires re-pressurising then follow the manufacturer's instructions for this.

This will be treated as an emergency if a very young child or an elderly person resides in the home.

### **ELECTRICAL**

#### **No Power**

If you have a pre-paid electric meter please check there is sufficient funds on the meter.

Check the fuses to see whether they have tripped or blown, if so reset the trip switch/fuse.

Check with neighbours to find out if they are also without power. If this is the case, it is probable that there has been a supply cut in your area. If this is not the case contact the emergency number provided.

If you have followed these guidelines and still have no power, please contact the emergency number provided.

#### **Sparking/Smoking Switch, Light Socket or Plug Socket**

Disconnect all appliances and try to reset the trip switch/fuse. If there is still a problem do not use and call the emergency number provided.

#### No Heating/No Hot Water Electric

Emergency heating repairs will normally only be carried out in cold weather. If, however, a very young child or an elderly person resides in the home then this will be treated as an emergency.

Check to see whether or not the fuses have tripped or blown. Check if the electricity supply is operating. If not follow the guidelines for no electricity.

#### **MISCELLANEOUS**

##### Blocked Drains/Waste Pipes

Drainpipes or waste to WC pan will be unblocked as an emergency within 24 hours. However if the blockage was caused through negligence (i.e. nappies etc.) you will be charged all costs associated with the unblocking.

Blockage of waste to bath and sinks is the tenant's responsibility.

##### Broken, Loose or Missing Manhole Cover

Emergency repairs will be carried out if the missing/damaged cover is causing danger to the tenant/public.

##### Gas Leaks

If you smell gas, switch off the supply at the mains or meter and contact Transco/National Grid on 0800 111 999 immediately and follow their advice.

##### Doors & Locks

Emergency repairs will be carried out if the door affected is an external door or the only access to the property and it cannot be secured.

##### Unstable & Dangerous Walls

Emergency repairs will be carried out if the wall is in a dangerous condition resulting from storm or accident etc.

##### Guttering & Downpipes

Emergency repairs will be carried out if there are loose parts that are dangerous and cannot be made safe by the tenant.

##### Fire

In the event of a fire, contact the Fire Brigade without delay and follow their advice. Notify Elite Properties Lettings Management at the earliest possible opportunity.

##### Smoking

Smoking is NOT permitted in any of the flats/apartments let by Elite Properties.

##### Noise/Nuisance

The tenant must not do anything that causes nuisance or annoyance or is in anyway illegal, immoral or damaging to the property or surrounding properties. This includes loud music or other noise which can be heard outside the property between the hours of 11pm and 7.30am or which will cause annoyance or nuisance to anyone at any other time.

In an emergency contact

Docklands office on; 0203 006 2343

Grays Office: 01375 720 111

If there is no answer or we are closed you may call Junaid Ishfaq 07528 693 123