

Out of Hours

What is deemed as an EMERGENCY...?

Issue Reported	Question the Tenant	Advise to be given...	Is it an emergency? Sunday to Thursday	Is it an emergency? Friday to Saturday
<b>Plumbing Leaks</b>	When did this occur or noticed? What is leaking? Location? Consistency of leak – flow or drops? Is it within the managed property? What damages have occurred? Has electrics been affected? Have they done anything to stop this? If so, what?	The leak should be isolated by turning the water off at the stopcock or gate valve until the contractor attends to identify the source and carry out the necessary repair.  If the leak is coming from a property above or adjacent, the tenant should contact those occupants immediately.	<b>Considered an emergency</b> if it cannot be contained and is causing damage, especially if penetrating an electrical fitting.  <b>Not emergency</b> if leak is containable or can put a bucket to catch water.	<b>Considered an emergency</b> if it cannot be contained and is causing damage, especially if penetrating an electrical fitting.  <b>Not emergency</b> if leak is containable or can put a bucket to catch water.
<b>Roof Leaks</b>	When did this occur or noticed? Where is it leaking? Is the leak within the managed property? What damages have occurred? Has electrics been affected?	If leak appears to be causing the ceiling to bulge and there is a chance of ceiling caving in, a hole can be made to allow heavy sitting was to be released – remind tenant to have a bucket below where they are making the hole.  Place bucket below the drip to catch water and empty as necessary.	<b>Considered an emergency</b> if the leak is causing major damage or if penetrating an electrical fitting. In wet, windy or dark conditions, a contractor can attend to make safe only. Only in safe conditions can a contractor attend to identify the source and carry out the necessary repair.	<b>Considered an emergency</b> if the leak is causing major damage or if penetrating an electrical fitting. In wet, windy or dark conditions, a contractor can attend to make safe only. Only in safe conditions can a contractor attend to identify the source and carry out the necessary repair.
<b>Damage to Roofs</b>	When did this occur or noticed? Has it caused any water seepage, raining?	If R&R are not managing the block and happens to be a roof for a block of flats – the managing agents needs to be contacted – (if causing leak into flat).  If there are falling items, suggest picking up the fallen tiles (if safe) and put them to the side.	<b>Considered an emergency</b> if hazardous, such as slates possibly falling on to a public highway.	<b>Considered an emergency</b> if hazardous, such as slates possibly falling on to a public highway.
<b>Downpipes &amp; Gutters</b>	When did this occur or noticed? What is leaking? Location? Is it within the managed property? What damages have occurred? Has electrics been affected?	It is advisable for the room that is being affected to be ventilated or turn on the radiators – this will allow minimal damage as moisture will be dried up.	<b>Considered an emergency</b> only if water is entering the building causing major damage or a loose part is dangerous and cannot be made safe	<b>Considered an emergency</b> only if water is entering the building causing major damage or a loose part is dangerous and cannot be made safe

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	<p>Have they done anything to stop this? If so, what?</p>			
<p><b>Blockages</b></p>	<p>When did this occur or noticed?                  What items are blocked?                  Other means?                  (Is there another toilet or washing facility)                  What have they tried to do to help the situation i.e plunged?</p>	<p>Clearing blocked waste outlets, traps and pipes to the kitchen sink, bath, washbasins, etc. is the tenants' responsibility.  <b>If a contractor is dispatched, tenants will be recharged the cost of attending to any blockages if it is found to have been caused by tenants' negligent actions, e.g. flushing of nappies, disposal of food waste.</b></p> <p><b>Toilets</b> – tenants must attempt to flush with buckets of water a number of times</p> <p><b>Showers, Baths or Sinks</b> – use domestic acid available from local supermarkets or/&amp; use plunger</p>	<p><b>Toilets - considered an emergency</b> if the only toilet on the premises is blocked, and only then if the tenants frequent attempts to flush with buckets of water has failed.</p> <p><b>Showers, Baths or Sinks - considered an emergency</b> only if there is no other means of washing available in the property.</p> <p><b>Drains - considered an emergency</b> if damage is being caused, or it's causing a Health &amp; Safety problem, or it's preventing the use of the toilet (see 'toilets')</p> <p><b>Not emergency</b> if tenants have confirmed they have other toilet or washing facility within the property – advise them to make good until we can arrange for the next working day (Mon to Fri).</p>	<p><b>Toilets - considered an emergency</b> if the only toilet on the premises is blocked, and only then if the tenants frequent attempts to flush with buckets of water has failed.</p> <p><b>Showers, Baths or Sinks - considered an emergency</b> only if there is no other means of washing available in the property.</p> <p><b>Drains - considered an emergency</b> if damage is being caused, or it's causing a Health &amp; Safety problem, or it's preventing the use of the toilet (see 'toilets')</p> <p><b>Not emergency</b> if tenants have confirmed they have other toilet or washing facility within the property – advise them to make good until we can arrange for the next working day (Mon to Fri).</p>
<p><b>Broken Windows</b></p>	<p>When did this occur or noticed?                  How many windows are affected?                  Is it just a pane of window or the whole window?                  Is this a result of possible burglary?                  Has this been caused by the tenant?                  If possible burglary, have they noticed</p>	<p>If possible burglary or vandalism - The tenant should notify the police in the first instance and obtain a crime reference number.</p> <p>If the damage has been caused by the tenant - the cost is the tenant's</p>	<p><b>Emergency</b> If out of hours, a contractor may be dispatched to attend and board up if the damaged glass is dangerous or the window is on the ground floor or any other place likely to make the property vulnerable</p>	<p><b>Emergency</b> If out of hours, a contractor may be dispatched to attend and board up if the damaged glass is dangerous or the window is on the ground floor or any other place likely to make the property vulnerable</p>

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	<p>any missing items? Is there broken glass on public footpath? If there broken glass within the property?</p>	<p>responsibility.  Advise if they have dustpan &amp; brush to clear broken glass as best as possible (after police visit – if they have to attend)  Advise them to temporary put up board / cardboard / thick bin liner until permanent fix can be done (if this is within tenants capability)</p>	<p>to criminals.  If on higher floors, tenants are to cover (see advise &lt;) as best as possible until a contractor is organised for the following day.  <b>Not emergency</b> if there is only a crack or damage</p>	<p>to criminals.  <b>Not emergency</b> if there is only a crack</p>
<p><b>No Heating</b></p>	<p>When did this occur or noticed? Is it heating generated by gas or electric? Is it the entire heating system or just one / few? Do they have alternative heating i.e. Gas fire / Oiled portable radiator? Have they noticed any leaks from teh central heating system i.e. on teh radiators?</p>	<p>If Gas – ask to check the boiler pressure on the gauge, if it is below 1.5 bar advise them to top up pressure (see top up pressure guide) and bleed possible air from system.  If Elec – advise to check power going in (via spur). Advise to reset unit</p>	<p><b>Considered an emergency</b> - if a person or property is at risk due to a burst pipe causing a major leak from any part of the heating system.</p>	<p><b>Considered an emergency</b> - Total failure of a central heating system between the months of October and April inclusive is considered an emergency if the tenant is going to be left without heating <b>for more than 24 hours</b> (e.g. 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.  <b>Not emergency</b> – Alternative heating system i.e. gas fires / back up elec heating ect.</p>
<p><b>Gas Leaks</b></p>	<p>When was this gas leak noticed? Why do you think there is a gas leak?</p>	<p>Go through Gas Safety Procedure and advise to:  1. Turn off the gas by main emergency isolation valve located by the meter  2. NOT use smoke or any form of naked flames</p>	<p><b>Not emergency</b> - If this results in a lack of heating &amp;/or hot water  <b>Not emergency</b> - If the outcome is a gas cooker or gas fire not working, out-of-hours action will not be deemed necessary</p>	<p><b>Considered an emergency</b> – If results in (<b>No Heating &amp;/or Hot Water</b>) total failure of a central heating system or hot water between the months of October and April inclusive is considered an emergency if the tenant is going to be left without heating</p>

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		<p>3. NOT turn on/off any elec appliances or switches</p> <p>4. Ventilate property by opening windows / doors</p> <p>5. Call National Grid immediately on 0800 111 999 Advise they will attend and isolate the actual meter and make safe</p>	<p>where alternative cooking/heating facilities are available.</p>	<p><b>for more than 24 hours</b> (e.g. over the weekend</p> <p><b>Not emergency</b> - Alternative <b>heating system</b> (i.e. gas fires / back up elec heating ect) is available or Alternative <b>hot water system</b> (i.e. elec shower / immersion) is available</p> <p><b>Not emergency</b> - If the outcome is a <b>gas cooker or gas fire</b> not working, out-of-hours action will not be deemed necessary where alternative cooking/heating facilities are available.</p>
<p><b>No Hot Water</b></p>	<p>When did this occur or noticed? Is it all areas of the property or a particular room? Is it heating generated by gas or electric? Do they have alternative hot water system? (i.e. do they have electric shower / immersion)</p>	<p>Advise tenant accordingly if they have gas boiler:</p> <p>- If Gas – ask to check the boiler pressure on the gauge, if it is below 1.5 bar advise them to top up pressure (see top up pressure guide) and bleed possible air from system. And / or advise to reset system</p> <p>If Elec – advise to check power going in (via spur). Advise to reset unit. Turn on boost and see if it will heat up.</p>	<p><b>Not emergency</b> - If hot water as within 24hrs. Advise to use alternative if possible / available</p>	<p><b>Considered an emergency</b> – The out-of-hours emergency service applies if a tenant is going to be left without hot water for more than 24 hours (e.g. over the weekend).</p> <p><b>Not emergency</b> - Alternative <b>hot water system</b> (i.e. elec shower / immersion) is available</p>
<p><b>Lack of Elec Power Supply</b></p>	<p>When did this occur or noticed? Is it all the power? Have they checked it is not a general</p>	<p>after the tenant has checked: -the fuse board -neighbouring properties</p>	<p><b>Considered an emergency</b> - if there is a total loss throughout the property and tenant has</p>	<p><b>Considered an emergency</b> - if there is a total loss throughout the property and tenant has</p>

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	powercut? Have they checked with the electricity board? Have they checked the fuseboard?	-or with the electricity supplier to determine whether there is a general power cut with the electricity supplier to determine whether the supply has been cut off due to unpaid bills or failure to pay for connection	checked it's not due to powercut / fuseboard / unpaid bills / meter is topped up	checked it's not due to powercut / fuseboard / unpaid bills / meter is topped up
<b>No Power – Sockets</b>	When did this occur or noticed? Is it all the sockets / power points that are not working?	Check the fuseboard and make sure that all switches are up If not, push them up  If it trips again it is likely to be an appliance that is causing the issue. Go through appliance check	<b>Not emergency</b> - within 24hrs. Advise that all fridge items will be ok as it has 24hrs before food items defrost.	<b>Considered an emergency</b> - if there is a total loss over the weekend
<b>No Power - Lights</b>	When did this occur or noticed? Is it all the lights that are not working? Or part of the lights?	Check the fuseboard and make sure that all switches are up If not, push them up as may possibly be nuisance trip	<b>Not emergency</b> - within 24hrs. Advise that they can plug in a lamp for temporary lighting.	<b>Considered an emergency</b> - if there is a total loss over the weekend
<b>Total Lack of Water Supply</b>	When did this occur or noticed? Is it all the water within the property? Or it is only in a particular location of the property?	The tenant should contact the water supplier in the first instance to ensure that works are not being carried out in the area. Try turning all water item on at the same time as it may possibly be an airlock.	<b>Considered an emergency</b> - if there is a total lack of water supply anywhere in the property.  <b>Not emergency</b> - within 24hrs and only part of the property lack of water or particular area.	<b>Considered an emergency</b> - if there is a total lack of water supply anywhere in the property.
<b>Insecure Property</b>	When was this noticed? Is it only damaged? Can anyone get into the property from outside?	If the property is insecure as a result of a break-in e.g. damaged door, the tenant should notify the police in the first instance and obtain a crime reference number.	If the property is insecure as a result of a break-in e.g. damaged door, the tenant should notify the police in the first instance and obtain a crime reference number. A ground floor window being jammed open or an inoperable lock would also be <b>considered</b>	If the property is insecure as a result of a break-in e.g. damaged door, the tenant should notify the police in the first instance and obtain a crime reference number. A ground floor window being jammed open or an inoperable lock would also be <b>considered</b>

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			<p><b>an emergency.</b></p> <p><b>Not emergency</b> – if there is only damage but can be open/closed.</p>	<p><b>an emergency.</b></p>
<p><b>Lock Outs</b></p>	<p>Has this just been noticed now? Is there any other access to the property? Do they have any other members that live in the property that also have access?</p>	<p>If other members have keys – they must try all the keys.</p>	<p><b>Not emergency</b> - If as a result of losing a key or locking it inside the property, the tenant should call a local locksmith, at his own expense. If a contractor is despatched under these circumstances, the out of hours cost must be charged direct to the tenant.</p>	<p><b>Not emergency</b> - If as a result of losing a key or locking it inside the property, the tenant should call a local locksmith, at his own expense. If a contractor is despatched under these circumstances, the out of hours cost must be charged direct to the tenant.</p>
<p><b>Defective Manhole Covers</b></p>	<p>Has this just been noticed now? Is it dangerous?</p>	<p>Considered an emergency if the cover is missing, or if the damaged or loose manhole cover is dangerous. The tenant should call the local highways department in the first instance</p> <p>Can they cover it using plastic sheet / board using bricks to hold down as a temporary measure</p>	<p>&lt;&lt;</p>	<p>&lt;&lt;</p>
<p><b>Dangerous Walls &amp; Fences</b></p>	<p>Has this just been noticed now? Is it dangerous? Has it caused any damages? Is it affecting public path?</p>		<p><b>Not emergency</b> – if not affecting public or property</p>	<p><b>Considered an emergency</b> if in a dangerous condition, e.g. storm damage or accidental impact damage. These can be made safe in the first instance. Repairs and/or rebuilds will not be treated as an emergency</p>