

**Out of hours emergency text line - for emergency issues only, out of hours – Sundays and Bank Holidays only.**

There is an emergency text contact number which we provide to our tenants for use out of hours on a Sunday or bank holiday when the office is closed.

Please note this text line is not constantly monitored but is normally checked periodically within each 24-hour period. It is not an emergency response line. You will be required to leave a text message and someone will respond to your message within 24 hours.

This service is only to be used on Saturdays after 3.30pm when the office closes, Sundays and on Bank holidays - when the office is closed for more than 24 hours. If you have an emergency during these times please send a text message. In the message we will require you to provide us with the following information:

***your name, address of the property where the emergency is, your telephone number and a description of the issue – brief but with any detail necessary/sensible.***

- **Emergency repairs** – your message will be responded to within 24 hours. An emergency refers to issues affecting health or safety. For example: a dangerous electrical fault, an overflowing blocked WC, no hot water, etc.) Someone will respond to your text message within 24 hours and inform you of what course of action will be taken with an approximate timescale.

**Please note being locked out or losing your key will not be classed as an emergency.**

- **Urgent repairs:** The emergency text line should not be used for this purpose. These items must be communicated to the relevant property manager in writing via email. These will be responded to within **5 working days**. These sorts of problems are usually classed as relating to issues affecting material comfort. For example: no heating, white good failure, a serious roof leak, etc.)
- **Other non-urgent repairs:** These are **non-urgent, non-emergency** maintenance items. These items must be communicated to the relevant property manager in writing via email. These will be responded to within a reasonable time period, taking into account the extent and cost of the works required and any disruption for the occupiers.

If you have a fire, a break in, an intruder or are being threatened or attacked please call the relevant emergency service using 999. Please then report the incident to your property manager the next working day.

The following are **not** emergency situations:

Being locked out/losing your key

Electricity failure/power cut

No hot water or heating (non-winter months)

Blocked sink

Oven not working

Shower not working

Broken window – (if a security issue call an emergency glazier)

Leaking shower/sink turn off taps and isolate outlet/turn off stop tap – call an emergency plumber if there is a constant heavy leak and it is clear the source is a pipe leaking

Roof leak – there is nothing that will be able to be done in the middle of the night or during a storm/heavy rain

The following **would be** classed as emergency situations:

Exposed/sparking live wiring

Burning electrical smell/visible smoking electric boards or appliances

Burst pipes or serious continuous water leak

Extensive structural damage to the property

Blocked overflowing WC

NB – If you choose to call out an emergency plumber or electrician or locksmith then you will be fully liable for the cost of the call out unless it is definitely adjudged to be an emergency situation requiring immediate attendance/action and is not your fault/responsibility. If the issue has been caused by the Tenant due to misuse/neglect or damage then you will be liable for the cost of any visit/repair necessary to resolve the issue.

**Emergency Text number – 07760957952**

NB – This is an unmanned line for text messages only which will be checked within every 24-hour period on Sundays and bank holidays only.

