

Updated December 2023



What to do in an emergency

Out of hours

01 What to do in an emergency (out of hours)

Email us

Firstly report your emergency repair via our usual email address to ensure this is logged to our property manager and to understand the emergency advise being given.

Outside of our office hours, emails are constantly monitored, but if something were to happen in the early hours of the morning, we may not pick this up until 6/7am.

Whilst out of hours emergencies are rare, in occasional circumstances you may have to call out an emergency contractor outside normal office hours (in-line with your tenancy agreement.)

An emergency is an issue that may make the property unsafe for you or may cause the property damage - where it cannot wait until the next working day, therefore out of hour call outs must be for genuine emergencies only.

If you are not aware of any service contracts and you have a need to call out an emergency contractor out of hours you may need to pay the invoice and provide a copy to us as soon as possible. Regretfully we are unable to guarantee payment until full details have been established and discussed with your landlord.

Important! In this situation the contractor must only be instructed to carry out temporary/sufficient work to alleviate the cause of the problem (ie to stop a leak, but no works carried out to repair any surroundings) and this must be detailed on their invoice.

If you smell smoke or see a fire call 999 immediately

If you smell gas or think you may have a gas leak
please call the National Grid straight away on:

0800 111 999

If you can isolate the gas at the gas meter you should
do so.



03 No Gas or Electricity / Electricity tripping off

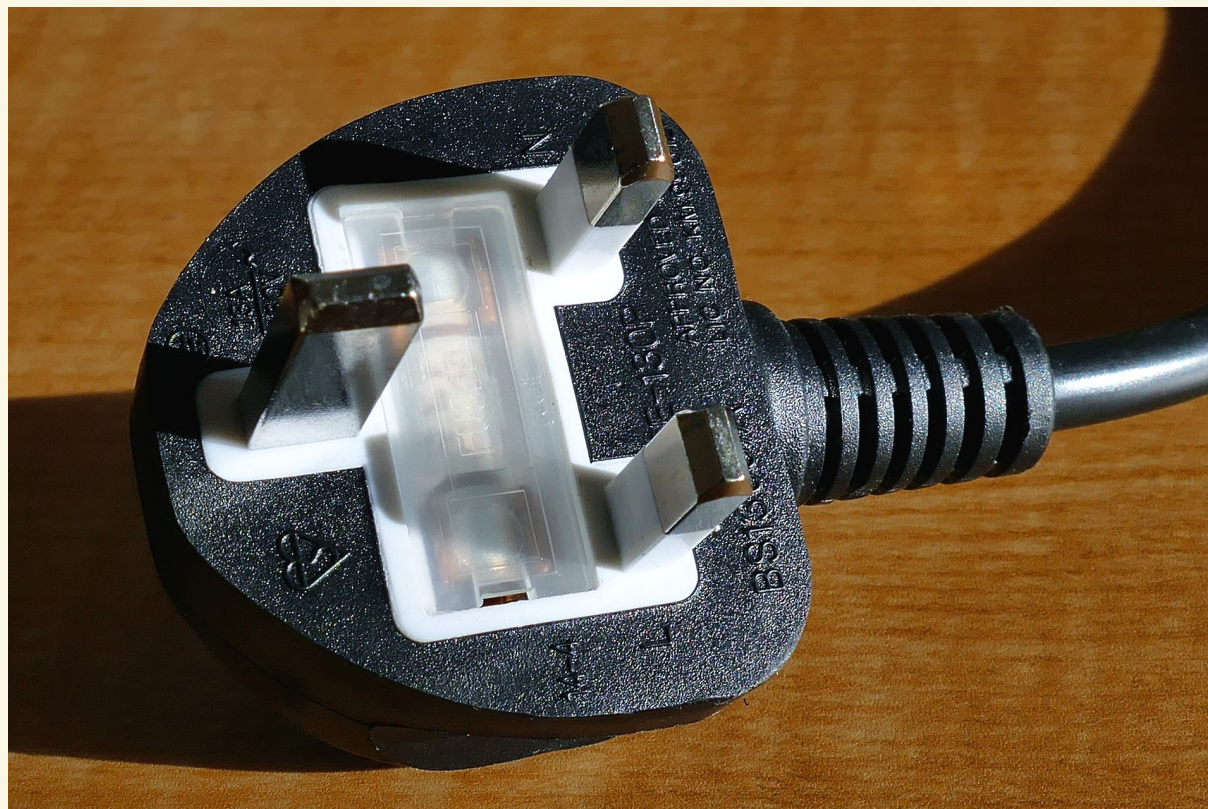
Check the meter

If the property has a PAYG electricity or gas meter, the credit may have ran out. Please check the balance via the meter.

Check if your neighbours have power or gas supply issues.

Check the fuse board in the house to see if the trip switches have been triggered. If any of the switches are down, try to turn them back on. If they will not push back up, something that is plugged in will be causing the trip and you will need to find out what item is causing the issue.

If there is no power, check online for local power outages.



04 Plumbing issues

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 electricity supply at the mains.

Leaking waste to bath and sink

Emergency repairs to leaking waste pipes for baths and sinks are normally only carried out to stop the leak. If the leak can be caught with containers or isolated then please do this.

Lack of heating/hot water

A complete lack of heating and hot water is not an emergency, but would be prioritised during winter months or where children or the elderly are resident. Please ensure you check your boiler system as you may be able to rectify this, manufacturers instructions can be obtained easily on the internet.

If this is an electrical boiler the fault will be visible and in many cases should you refer to a manual (easily sourced online if not in the property) as you may be able to rectify the issue yourself. If you have an electric immersion heater as an alternative means of supplying hot water, you will be expected to use this until repairs can be carried out as routine maintenance. Please also ensure you have checked any timers or thermostats throughout the property. Should it only be the heating that has failed then please check your radiators, if one of them is warm to touch at the bottom only this would indicate air in the system and the radiator will need bleeding in order to reinstate the heating. This is easily done using a radiator key which can be purchased for very little and most general stores and is a tenant responsibility.

If you experience total loss of water to your property check whether or not the water authority has turned off the supply in your area by either contacting a neighbour or the local water provider. 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, the supply may have been stopped and you should contact Cambridge Water on **01223 706050**.

05 Fire or theft

Call the relevant authorities straight away

If you experience a break in or fire please contact the relevant local authority immediately. In the event of a robbery you will need to ensure you receive and keep noted a crime reference number. Both you and your landlord will need this in order to make any necessary insurance claim.



06 Lost keys

You may be in breach of your tenancy if you lose your keys

If your issue relates to you losing your keys you must inform us at the earliest opportunity. You will be responsible for the cost of replacement keys, and/or lock changes. Part of your tenancy includes keeping the property secure at all times, so please be very careful with keys and ensure that your keys do not have any property identifiers on them.

If there is a repair issue with the lock meaning you are not able to enter/exit the property outside of office hours please contact a locksmith and ensure they provide a receipt confirming details of the cause of the issue and notes of the repair. You will need to keep a copy of the receipt to send through to our property management team when they are available and they will contact your landlord to discuss reimbursement. Please note again, reimbursement is **not** guaranteed.

Recommended locksmiths

Cambridge Master Locksmiths 01223 578001

Halls of Cambridge 01223 416000

