



# Rules for Emergency Call-outs

In the event of a serious problem regarding your property please report the issue immediately.



## OFFICE HOURS:

Mon - Fri: 9am - 6pm; Sat: 9am - 5pm

Oxhey: 020 8428 0540

Watford: 01923 237 771

### During office hours:

- For managed properties please call our offices on 01923 237771 or 020 8428 0540
- If you usually contact your landlord for maintenance then please contact them directly.

### Outside office hours:

- For managed properties please call the emergency contractor provided in your welcome pack.
- If you usually contact your landlord for maintenance then please contact them directly.

## What constitutes an emergency?

An emergency repair means those repairs which are necessary to alleviate, remove or reduce risk to the safety, security or health of a tenant, the general public or the property.

## Your responsibilities if you think you may have an emergency

As a tenant, you have a duty to minimise expense to your landlord. Before calling an emergency contractor, please check any manuals you've been supplied with. The contact numbers supplied to you when you have an emergency should only be used in an emergency when our offices are closed.

## Types of emergencies

Below is a list of situations that you may encounter out of normal working hours and how you should assess the level of urgency. The use of common sense is needed when calling out a contractor out of hours, when our offices are closed.



### Water leak

If you experience a water leak at the property then you must look to turn off the stopcock immediately. The location of your stopcock can be found in your welcome letter. Please contact us immediately during office hours and if it is outside these times please call an emergency plumber (first call the plumber listed in your Welcome Pack). If you cannot contact the plumber then please contact another emergency plumber to visit the property.



### No heating or hot water

A plumber will attend **during cold temperatures** if:

- You have checked the timer to confirm the times are set correctly.
- You do not have an immersion heater
- You have young children
- An elderly person lives at the property



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### Broken windows or doors following a break-in

You can instruct a handyman to attend:

- To temporarily board up the window/make the property safe and will re-attend during working hours to replace glass/doors etc. (This can often be arranged via the police when attending the crime location)
- ...But you must first report damage to the police and obtain a crime reference number.



### No lights

You can instruct an electrician to attend if:

- You have checked the fuse box and checked that the switches have not tripped.
- You have contacted the Electricity Board to ensure they have not turned off the power in the street/building.



### Serious structural damage e.g. storm damage

You can instruct a builder to attend:

- To check that the building is safe and make any necessary repairs that are deemed necessary until normal working hours and our office can take instructions from the landlord's insurance company.



### Smell of gas

You must call Transco on 0800 111 999



## Are you sure it's an emergency?

### Please be aware of the following:

- If a contractor attends an emergency call-out, out of normal working hours, and determines that the problem is not an emergency and that it could have been dealt with during normal office hours then **you may be charged** the increased cost incurred.
- If the problem has arisen as a result of tenant misuse, then **you will be charged** for the works.
- A contractor's rates are increased due to it being out of hours, therefore, **if you can wait until the next working day** your landlord will appreciate it.



If you've a **non-urgent** property problem, please use our maintenance request form online at: [maintenance.fairfieldestates.co.uk](https://maintenance.fairfieldestates.co.uk)

