



Emergency call out rules

What do Godfrey Living class as an Emergency?

Below is a description of what we would class as a **maintenance emergency**.

We have put this document together so our tenants are aware of what we would class as a **maintenance emergency**, the use of common sense is needed when thinking about contacting contractor's, due to increased rates charged for out of hours services, the landlord would really appreciate if its not a emergency to wait until the next working day, if a trade person is called out and we find it is **not deemed an emergency you as the tenant will be charge for the call out fees**.

No Heating or hot water – A plumber will attend that same day if possible if you have young children, or if you are an elderly person. We will ask for you to wait until the next working day if you have no children or aren't elderly. Before calling a plumber please do check that the timer has been checked and that the times are set correctly. Please also check that the boiler is turned on and make a note of any error messages.

No electricity – Before an electrician will attend, please do make sure you have checked your fuse box, also checked that the switches have not tripped, and to also contact the electricity board to check that they have not turned the electric off in your area.

Broken Doors or Windows from a break in – Before a handy man will attend please follow the instructions below:

- Contact the Police and report the situation and tell us your reference number.
- The Handy man will then temporarily board up the window or door to ensure that the property is safe. Please do be assured that a handy man will come back to the property in working hours to replace what has been damaged.

Structural damage from unforeseen circumstances e.eg weather– A builder will attend to check if the building is safe. If this is not the case, a member of staff at Godfrey Living will contact you.

Serious Leaks – A plumber will only attend if the stopcock cannot be turned off.

If you can smell gas please call British gas straight away on 0800 111 999.

Members of staff at **Godfrey Living** must only be contacted in a serious **emergency**, when our offices are closed. If the issue is **not** under our **emergency checklist**, please do note that you **will be liable** for the emergency **call out charge**. When on the phone you will be asked the following: What property you live in, what the emergency is, and your contact details.