

EMERGENCIES



Reporting Emergencies

If an emergency occurs during normal working hours, Monday to Friday 9:00am – 5:00pm, please contact the Property and Development Department, Reactive Maintenance Team:

- Surveyor – Chris Swioklo **01452 835 577** cswioklo@glosdioc.org.uk
- Property Administrator - Mary Coates **01452 835 530** mcoates@glosdioc.org.uk

Note: All normal repairs should be reported to the Reactive Maintenance Team as soon as possible no matter how large or small to enable the department to arrange the necessary repair works. Often, catching a fault early can prevent defects from escalating into larger issues which can be disruptive, damaging and costly to the property and occupants belongings.

Out of Hours Emergencies

When an emergency occurs out of office hours, please use the emergency contactors list provided at the end of this document.

Before contacting a contractor out of office hours, please bear in mind that they will charge higher rates for this service. Please consider whether the matter is an emergency and in need of urgent attention or a matter which could wait until the normal office hours.

Any works undertaken out of hours which are deemed not to be urgent or an emergency may be charged to the occupant.

Note: All works instructed out of hours should be reported to the Reactive Maintenance Team on the next working day so an order number may be placed and a cost allocated.

The following pages lists emergency issues you may encounter out of office hours and the necessary action required to resolve the issue.

Gas Leaks

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please **call the free Gas Emergency Services emergency line immediately on 0800 111 999**. This is a 24 hour emergency line.

Also:

- Turn off your gas supply – the meter tap should be located beside your gas meter. Move the handle a quarter turn until it is 90 degrees from the pipe.



- Open all doors and windows to ventilate the property and vacate the property until emergency services attend site.
- Do not turn any electrical switches on or off.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- Let your neighbours know especially if adjoined to the property.

Electrical defects in the property and surrounding buildings

If you can smell burning, or you notice smoke coming from your fuse box, lights or sockets **call 999** immediately, then contact your electrical supplier and our 'out of hours' electrical contractors.



IMPORTANT:

FIRE SAFETY – Test smoke detectors weekly and replace batteries annually.

Electrical failure

If the circuit breaker (RCD) trips and fails to re-set on the power circuits to the household plug sockets the following action should be taken:

1. Unplug all domestic appliances / items. The plugs must be removed and not simply turned off on the socket switch. Re-set the trip switches by holding the switch in place on the RCD.
2. If it fails to re-set it is considered an emergency, contact one of the electrical contractors listed on the emergency list attached.
3. If it re-sets, plug in each appliance / item one by one checking the circuit breaker as this is undertaken. Continue this process until the circuit fails noting the appliance / item was last to be plugged in, this will indicate the faulty appliance.

Note: It is worth noting which appliances were running when the electrics failed. Appliances can fail and trip the electrics when turned on or during a cycle and not just when plugged in e.g. kettles coming to boil, toasters toasting, washing machines changing to spin cycles etc. If any electrical call outs are found to be a result of failed appliances the cost will be charged to the occupant.

Power cuts

Contact UK Power Networks on **105** to report or to obtain information about power cuts in your area and speak to your local electricity network operator.

Electrical emergencies to mains cables

Contact UK Power Networks 24 hours a day on **0800 31 63 105 or 105**. Always treat damaged electricity cables as live and therefore stay away. If you think that the cables are down and cause significant risk to the public call **999**.

Boilers / central heating not working

Please contact the relevant contractor from the attached emergency list of contractors. Before calling a contractor please check the following:

- Check you have oil in the tank (oil boilers only). If the tank is empty the boiler will not work when the oil is replenished. The boiler will require an engineer to attend. If this occurs the cost of the engineer will be the responsibility of the occupant as it is not a fault of the appliance but a user error. Regular checks of oil levels is required in particular during winter months.
- Check your room thermostats are the correct temperature setting and if battery operated check the battery.
- Check time clock is correctly programmed e.g. time, date, settings etc.

Leak / burst pipes / plumbing

If you have a leaking pipe inside the property, isolate the water by turning off the internal or external stop tap or isolate the leak using the appropriate isolating valve to limit damage. Contact a plumbing contractor from the emergency list attached immediately.

If you have a burst water main outside the property contact your Water Provider e.g. Severn Trent Water, Thames Water etc.

None emergency works listed below should wait until the office is open:

- Dripping tap into bath, sink or basin or external tap.
- Cold radiator(s) if this is limited to a few radiators only. If the majority are not functioning then call a contractor out from the list attached.
- Toilet not flushing - if another toilet is available on site this is not an emergency.
- Shower not working and can be isolated so water is not pouring out of appliance. This is an inconvenience and not an emergency.



IMPORTANT:

- To reduce the risk of frozen pipes during the colder months please do not turn off your heating especially when going away. Keep the heating on as normal as the damage caused to personal possessions and the property is not worth the pennies saved.
- Isolate outside taps internally during October – May and leave the outside tap slightly open to drain any residual water.

Security Emergencies

Intruder Alarm Malfunction

If the security alarm develops a fault and you are unable to disable the system / siren, contact your existing alarm maintenance company. If you do not have a contract in place, call one of the contractors on the emergency list.

Broken locks, Windows or Doors

If unable to open an external door to the house or the garage to access the car contact one of the locksmiths on the emergency list.

Locks replaced due to keys being misplaced will be charged to the occupiers.

If you break a window (glazing) contact a contractor on the emergency list to secure the property.

Break-in, theft, Malicious Damage

If you are unlucky enough to be broken into take the following steps:

1. Contact the police immediately on 911 and follow their instructions and obtain crime number.
2. Don't touch anything until police attend as this may affect the investigation.
3. The police may be able to advise on securing windows and doors. If not, use one of the contractors from the emergency list (locksmith, glazier and boarding up contractor).
4. Contact your insurance company and provide them with the police crime number / reference.
5. Once allowed into your property take an inventory of any missing or damaged items and notify your insurance company.
6. Contact the Reactive Maintenance Team as soon as the Office is open.

Building and Garden Emergencies

Most building and garden repairs will wait until the office is open. If however, you have one of the following issues 'out of hours' please contact a contractor from the emergency list.

- Roof leak
- Leaking oil tank or oil line
- Blocked / overflowing foul drainage and septic tanks.
- Storm damaged tree(s) which endangers the occupier, visitors, passing traffic, pedestrians or neighbours. Notify the police if damaged tree(s) are lying on or overhanging public highways, footpaths or public areas e.g. school or park. Contact Reactive Maintenance Team on next available day to arrange wall to be rectified and obstacle removed.
- Collapsed boundary wall onto public footpath or highway notify the police if risk to the public. Contact Reactive Maintenance Team on next available day to arrange wall to be rectified and obstacle removed.

Note: Blocked rainwater gullies and gutters are not emergency 'out of hours' works but, must be reported to the Reactive Maintenance Team the next available day as these issues need attention.