

OUT OF HOURS EMERGENCY GUIDANCE

when and when not to call..

WHEN TO CALL THE EMERGENCY OUT OF HOURS LINE

The emergency out-of-hours line is **strictly for urgent situations** that pose a risk of injury, harm, or serious property damage.

MAJOR WATER LEAKS - Resolution Time: Same day

A burst pipe or severe leak causing continuous flooding that cannot be contained.

TOTAL LOSS OF POWER - Resolution Time: Within 24 hours

If the electricity in the property is completely off and it is not a neighbourhood-wide power cut (check with your energy provider & neighbours first).

BROKEN DOOR/WINDOW AFTER A BREAK-IN - Resolution Time: Temporary security same day, full repair within 24-48 hours

If your home has been broken into and is left insecure, contact the police first, then call the emergency line for repairs.

NO HEATING OR HOT WATER IN WINTER - Resolution Time: Within 24 hours

If vulnerable residents (elderly, children, or those with health conditions) are affected and it is below freezing temperatures.

VICTORIA HOUSE TENANT'S ONLY - Resolution Time: Within 2-4 hours

If you are locked out of the property

GAS LEAK OR SMELL OF GAS - Immediately call the National Gas Emergency Service and leave the property: 0800 111 999

WHAT IS NOT CONSIDERED AN EMERGENCY?

The following issues must be **reported during normal office hours** and are not covered under emergency out-of-hours services:

- Dripping taps or minor leaks that can be contained with a bucket.
- If a leak from above is suspected, confirm recent shower or toilet use with the upstairs tenants. If the leak appears to be related to shower or toilet use, inform them to refrain from using it until an engineer has assessed the issue.
- Blocked toilets or drains if at least one other toilet is working.
- Lost keys or being locked out (you will need to arrange and pay for a locksmith).
- No heating or hot water **unless in extreme weather conditions (outdoor temperature below 0°C)**.
- Noisy neighbours or antisocial behaviour (contact local authorities or police on 101).

IMPORTANT NOTICE

- Any call made to the out-of-hours emergency service that is NOT classified as an emergency will be chargeable to the tenant.
- If a contractor is called out and the issue is deemed non-urgent, the tenant will be liable for the cost of the call-out.

If you are unsure whether your issue is an emergency, please assess the risk carefully before calling. Non-emergency issues should be reported via the usual maintenance request channels during working hours.