

Platinum Lettings Emergency Maintenance Procedures

GAS LEAK—

Gas Emergency Services

0800 111 999 (This is a 24 Hour Emergency Line).

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**.

Also:

- Open all doors and windows to ventilate the property.
- Do not turn on/off any electrical switches.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- If there are any electrical security entry phones/locks, please open door manually.

WATER LEAK

Switch off at stopcock

Place containers under leak if possible.

Ring emergency number immediately if the leak persists.

If the leak stops call the office as soon as it is open.

Mop up excess water

ELECTRIC ISSUES

Check the main switch on the fused board.

Call the office as soon as it is open.

If you have a complete electric failure and the office will not be open within 18 hours please call for electrician directly.

HEATING FAILURE

Check your boiler for error messages and attempt to restart the boiler. Most properties will have a manual. If you do not have one 'Google' the boiler most manuals can be found online. If the boiler does not restart and office hours are over 18 hours away please call heating engineer directly.

Please note that if emergency Water/Electricity/Heating emergency service are called and the contractor deems it to NOT be an emergency the tenant will be liable to pay the bill

Examples of non-emergencies:

1. Dripping radiator
2. Sink trap dripping under sink
3. Boiler not working
4. Lights not working
5. Sockets not working
6. Washing machine not spinning
7. Cooker not working

ALL maintenance issues are to be immediately reported to the office.
We have a full range of experienced and qualified contractors who are available via the Office.

Once a maintenance issue is raised it will immediately be accessed and if required a contractor will be instructed.

Therefore unless your issues are a genuine emergency please call the office at the first opportunity.

For genuine emergencies please use the number below in the first instance and if you get no response please contact any qualified emergency contractor.

Only for use in genuine emergencies (*Contractors charges will apply to tenant in non-emergency cases)

Smell Gas? Ring Transco immediately	0800 111 999
Amberglow Emergency Heating and Plumbing	07547 138 796, 07736 827606
Emergency Electrical	07876 456725

Most maintenance issues can be reported when the office is opened. If you consider an emergency issue has arisen please do contact the appropriate contractor. If you cannot contact them please call any qualified contractor (many can be found in Yell pages). Please note that if the call out is not a genuine emergency you will be liable for the emergency call outs rates.

Office Number Maintenance Dept.01293 608951