

**Please take some time to read through the following information regarding "What to do when you have a maintenance emergency out of hours".**

**We have recently updated our procedures and at the bottom of this email are a list of useful numbers you may need, so please make a note of them or keep this email to hand.**

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## **Gas Leaks**

**If you can smell gas, or believe gas is escaping, call 0800 111999**

What to do if you can smell gas:-

- Turn off the gas supply at the gas meter emergency control valve-if safe to do so.
- Extinguish all sources of ignition/naked flames such as cooker.
- DO NOT SMOKE
- Not to operate any electrical switches (on or off)
- Ventilate the building by opening doors and windows
- If the smell persists, vacate the premises
- Ensure access to the premises is possible if necessary wait outside.

Once the emergency situation is resolved, contact Premier Property Management during working hours if your property is managed by us and a repair is required.

If your property is not managed by us, please contact your landlord immediately. All checks are highly recommended as above too.

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## **Electrical problems**

**When you have no electricity, check that there is not a power cut in the area by calling 105**

Where there is not a power cut you should carry out an appliance check prior to an engineer being sent out. Unplug everything in the property and reset all fuse switches, re-plug in one by one and if a switch is tripped that appliance will be your cause, so unplug the appliance again, DO NOT re-plug it in and reset the fuse switch.

If an appliance is not working, then this is not an emergency. You should contact the Property Management team during office hours. If an engineer is called out and this is due

to a faulty appliance, you could be charged for the call out.

Please see emergency contractor information at the bottom of this page should you require an emergency call out or advice.

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## **Central Heating and Hot Water Faults:**

If there are any back up forms of heating (such as a gas or electric fire) or hot water (such as an electric shower or a working immersion heater) available at the property, then the Property Management team should be contacted during office hours.

If you are experiencing difficulties over a weekend, and the outside temperature is at freezing or below please ring Debbie Loveday below for advice.

If after 10pm and this can wait until the next working day for a call out, please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) with details of your issue (and include your property address) and a member of the Property Management team will be in contact as a priority.

Please see emergency contractor information at the bottom of this page should you require an emergency call out or advice.

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## **Water leaks**

Water should be turned off at the stop cock if unable to find stop cock then a contractor should be called out to stop the water supply to reduce the damage to the property.

Where water is leaking from another property the tenant should try and gain access through knocking the door and advises them of leak coming from the property and switch off water to stop the leak. If unable to gain access to the property where the leak is coming from then a contractor will need to attend to gain access and stop the leak.

Please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) with details of your issue (and include your property address) and provide information on the action taken so far. A member of the property management team will be in contact as a priority.

Please see emergency contract information at the bottom of this page should you require an emergency callout or advice.

## Roof leaks

Roof leaks are not an emergency and contractors cannot walk on roofs in the dark. Please use a bucket/towel to collect the water in the short term.

Please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) with details of your issue (and include your property address) and provide information on the action taken so far. A member of the property management team will be in contact as a priority.

For safety all electrics in the room or area of issue must be turned off and only turned back on when advised it is safe to do so and the area is dried out

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## Plumbing

If you have a total loss of water supply (nothing coming through any cold taps) you should first check if your neighbours have been affected and if so this is likely to be a supplier issue. You should then call your water supplier.

If you have no water coming from just one tap this is not an emergency situation so, please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) and provide information on the issue and a member of the property management team will be in contact with you.

Any taps leaking into the sink/bath is not an emergency as the water will go down the plug hole.

Blockages – Blocked waste pipes in kitchen or bathroom are the tenant's own responsibility. You should try to unblock yourself. If you have tried to unblock but have been unsuccessful you would need to be aware that you will be charged for this to be repaired and to contact the property management team during working hours to arrange a contractor to attend.

If you have any other queries please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) and provide information so a member of the property management team will be in contact as a priority. Please see emergency contractor information at the bottom of this page should you require an emergency callout or advice.

## **Criminal Damage:**

Where criminal damage has been caused, smashed windows, door, fence panels or other criminal damage you need to report this to the police to obtain a crime reference number. Contractors can attend to take appropriate action to ensure the property is secure during out of hours in the way of boarding up the property where needed if the police are unable to assist.

The tenant will be charged for this without a valid crime reference number being supplied.

Please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) and provide information on the action taken so a member of the property management team will be in contact as a priority.

Please see emergency contractor information at the bottom of this page should you require an emergency call out or advice.

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## **Lock issues**

If you have broken the lock at the property you should contact the emergency contractor, so access can be gained to the property. If this is proven to be tenant fault, then tenant would have to arrange payment.

If you have misplaced the keys to the property then a contractor should be called to gain access or change the locks, this would be at tenant cost.

Please email [maintenance@premier.uk.com](mailto:maintenance@premier.uk.com) and provide information on the action taken so a member of the property management team will be in contact as a priority

Please see emergency contractor information at the bottom of this page should you require an emergency call out or advice.

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## **Vulnerable residents:**

Vulnerability could include age of resident, disabilities, illness or any other factors that may mean the customer is vulnerable and requires quicker attendance. If you require assistance out of hours, then please contact the emergency contractors who will be able to assist.

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## Complaints:

If you have a complaint that you wish to make then we require these in writing, so please send full details to [charlie@premier.uk.com](mailto:charlie@premier.uk.com)

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### Emergency Contractor Information

#### General Maintenance & Plumbing Emergencies

**Wayne Spencer:** 07789906753

**Phil James:** 07831344630

#### Gas Central Heating Issues

Please contact **Powercheck** on 01865 771650 or 07801 478911.

*If you get a voicemail then please leave a full message – they will respond asap*

#### Electrical Issues

**Darren Elford:** 07932436532.

**Andy Hill:** 07785327350

#### Access

**If you are locked out of your property or have an Emergency lock issue/  
required temporary heating:**

Please contact **Debbie Loveday** 07803 496959 or

**Charles Bartlett** on 07939 496551