



## Emergency Procedure

In the case of a genuine emergency, where your safety or security is in jeopardy, then you must contact us.

During office hours, you can create a ticket on [www.csllcars.com](http://www.csllcars.com).

For an emergency, please immediately call the office on 01752 600485.

Outside of office hours (after 5pm, and before 9am) you should **text** the on call phone.

We will actively staff this service up to 10:30pm. After this time, we will attempt to help you but unfortunately cannot guarantee to; even if the member of staff is still awake, there is no guarantee that the issue will be resolved.

Please ensure your text starts with **your name, and property address.**

If you have contacted the emergency number, and received no response within two hours, then you can instruct a contractor to either secure your property or fix an emergency. You will need to get an invoice for this work, and we will reimburse you. A ticket must be created on the communication and repairs system before the next working day, or the invoice will not be re-credited to you.

An emergency is classed as a situation where you or the property is in jeopardy; this can be if the security of your house is compromised if a window or door is broken, or can't be locked, or if you are locked out of the property.

The property is in jeopardy in the case of a major leak – plumbing or roof leak. Please do use common sense – a dripping tap can wait until the morning. If all of the electrics in your house cut out, then obviously you must of course check the circuit breakers first – this is an oblong box with a row of switches on it, which is more than likely under the stairs.

White goods are not classed as an emergency – we would not be able to get an engineer to attend your property and repair a fridge at 10pm!

\*We may be able to get people to attend over the weekend.

All though we hope it never happens; serious emergencies can happen. Please do remember that we are a letting agency and not an emergency service; if you feel threatened for any reason, call the police.

This is not wasting time; it is what they are there for.

If there is a fire, get out, stay out and call the fire brigade!

If you can smell gas, please call Transco – they will attend 24 hours a day free of charge. Their number is 0800 111 999

If your internet stops working, this is an inconvenience but not an emergency – this will not be dealt with by the person on call, and you will need to speak to a member of staff during office hours.

The on-call phone cannot be used to discuss rent.

If you have locked yourself out of your house outside of office hours, there will be a call out charge to let you back in. Call outs can be charged to a maximum of £95 for an out of hours lock out, but is dependent on the situation. If you can't get hold of us after 10:30pm, and you have an actual emergency, which as above puts you or the property in immediate danger, then you can contact our contractors directly.

- If your fire alarm is going off, and there is no fire, you can contact Plymouth Fire Protection. If a house mate has set off the alarm (by breaking a call point for example) and there is not a fire, they will be responsible for the cost.

**Martin on 07977 121527**

- If you have an electrical problem, you can contact A1 electrical services.

**Nick on 07775 667969**

- If you have a plumbing issue (major water leak) you can contact Gregory Plumbing and Heating.

**Wayne on 07771 538428**

- If you have a failed lock, (rather than a lock out) you can call Plymouth Budget Locksmiths. If you have locked yourself out and cannot gain access, then you can call the locksmith, although the cost will be yours.

**Paul on 07772 476907**

- If you have a broken window, you can contact Window Wise. Please note that if YOU have broken the window, you will be responsible for the cost.

**Wayne on 07860 406238**

Of course we hope you never need to use this procedure and if you do have any queries about your safety in your home then please let us know.