

# PEARCE & CO

Chartered Surveyors | Commercial and Residential Property

If you experience a problem in your property, please contact:

Pearce & Co  
Property Management Team

01932 582500

[management@pearceco.co.uk](mailto:management@pearceco.co.uk)

Our lines are open Monday to Friday 0900 to 1730

## What to do in an emergency...

An emergency is something that could not have been foreseen and which could cause serious damage to the property.

### Gas Leaks

If you smell gas or detect a gas leak:

- Call the National Gas Emergency service on 0800 111 999
- Turn off the gas supply at the meter if it is safe to do so
- Extinguish all sources of ignition and naked flames and do not smoke
- Do not operate any electrical switches on or off
- Ventilate the property by opening windows and doors

### Electrical Problems

If you have no electricity you should check there isn't a power cut in the area by calling 105. If there isn't a power cut you should check your appliances. A faulty appliance is not considered an emergency – call the Property Management team as soon as possible.

### Central Heating & 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 at night or over a weekend and cannot wait until Monday then a contractor should be contacted to attend.

## Water Leaks

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

Where water is leaking from another property the tenant should attempt to notify the owner and request the water is turned off. If unable to contact the owner then a contractor will need to attend.

## Roof Leaks

Roof leaks are not an emergency. Please use a bucket/towel to collect the water in the short term. Please contact Property Management as soon as possible. For safety, all electrics in the room must be turned off and only turned back on when advised it is safe to do so and the area is dried out.

## Plumbing

If you have a total loss of water supply you should first check if your neighbours have been affected and if so this is likely to be a supplier issue. You should call your water supplier.

If you have no water coming from just one tap this is not an emergency situation. Please contact property management.

Any taps leaking into the sink/bath is not an emergency.

Blockages – Blocked waste pipes in kitchen or bathroom are a tenant's responsibility. Please call a contractor to attend and resolve the issue. If you contact the property management team during working hours to arrange a contractor to attend this will result in the costs being recovered from you.

## 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.

Contractors can attend to take appropriate action to ensure the property is secure during out of hours if the police are unable to assist. A tenant will be charged for this without a valid crime reference.

Please be aware that if a contractor is called out as an emergency and it is deemed unjustified you will be liable for the cost.