SHOREY BAILEY & CO
LETTINGS • MANAGEMENT • SALES

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.ahah.report.
For an emergency, please immediately call the office on 01752 600485.
Outside of office hours (after 17:00hrs, and before 09:00hrs) you should **text** the on call phone: 07555 266206.
We will actively staff this service up to 22:30hrs. 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, you must call National Grid Gas – 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 or room you can be let in free of charge between our office opening hours (Monday to Friday 09:00 to 17:00hrs excluding public holidays).

If you do not want to wait until the office is open then there are a number of options available to you.

You can arrange a locksmith of your choosing to gain entry for you, but you will be responsible for ensuring we have working keys for the property and for any damage caused.

You can request an out of hours call out from us to let you back in. The call out fee is based on the time of day; before 22:30hrs there will be a charge of £60.40 and 22:30hrs on-wards (we cannot guarantee that someone will be available to come out to you) the charge will be £96.60.

If you can't get hold of us after 22:30hrs, 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 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 Sir Fix a Lock Ltd. If you have locked yourself out and cannot gain access, then you can call the locksmith, although the cost will be yours.
Sir Fix a Lock Ltd on 07540998558

- If you have been broken into and your property is unsecure please contact the police. They will arrange to secure the property.

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.