



**CHARLES CARTER**  
LETTINGS & PROPERTY MANAGEMENT

Prepared For:

TENANCIES MANAGED BY  
CHARLES CARTER LETTINGS



# REPORTING EMERGENCY ISSUES



01684 292154



[www.charlescarterlettings.co.uk](http://www.charlescarterlettings.co.uk)



102 Church Street  
Tewkesbury  
GL20 5AB



**CHARLES CARTER**  
LETTINGS & PROPERTY MANAGEMENT

# EMERGENCY MAINTENANCE

The procedures outlined in this handbook are relevant only for tenants who have a managed service with CCL. For example tenants who pay their rent directly to us and have biannual inspections. You will have been informed on check-in if your property is managed by us directly.

## STEP ONE: IS THE OFFICE OPEN?

### OPENING *hours*

Monday	9:30am - 5:30pm
Tuesday	9am - 5:30pm
Wednesday	9am - 5:30pm
Thursday	9am - 5:30pm
Friday	9am - 5:30pm
Saturday	10:00am - 2:30pm
Sunday & Bank Holidays	Closed

If the office is open as above, please call us on 01684 292154 to report your emergency issue or email [maintenance@charlescarterlettings.co.uk](mailto:maintenance@charlescarterlettings.co.uk).

If your issue is not an emergency, please complete our General Maintenance Request form found here: <https://charlescarterlettings.co.uk/tenants/general-maintenance-request/>

# EMERGENCY MAINTENANCE

## STEP TWO: IS THIS AN EMERGENCY?

If the office is closed and there is an emergency matter that cannot wait until we are open again, tenants can directly contact one of the contractors listed in this information pack. Please follow all steps in this pack to ensure your issue warrants an emergency contractor call out.

Please note this information pack is only relevant when the office is OUT OF HOURS. Please ensure that it is truly an emergency, as the cost of the visit may be passed on to tenants if the issue was caused by lack of care or a quick fix, such as a turned off thermostat if the boiler is not working.

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### What is an emergency repair?

An emergency repair is one that directly endangers the health or safety of people or seriously damages the property.

**PLEASE NOTE: You may incur the cost of the visit/repair if a contractor is called out to handle a repair for an issue that cannot be justified as an emergency.**

**To help identify if your issue is deemed an emergency, see page 4 which details the categories and examples the 3 main levels of repairs.**

## Examples of emergency repairs

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- Severe roof leaks
- Total loss of electrical power – please contact Western Power or check with your neighbours as this may be an electrical outage across the network
- Unsafe electrical work
- Burst pipes
- Drains producing waste/sewage. Please note blocked drains are NOT an emergency issue unless producing foul substances within the home.
- Flooding
- Loss of heating and hot water involving health risk, for example
  - Elderly persons
  - People with special needs
  - Families with young babies
- Break in – if property not secure – must report to police first
- Damaged lock – if you cannot enter or secure the property. If you have lost your keys, you will need to call an emergency locksmith at your own cost.
- Dangerous structures

## Examples of urgent repairs

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Please call the office during office hours and also complete the General Maintenance Request Form which can be found on our website.

- Boiler not working
- Partial loss of electrical power or light
- Unsafe power socket or light fitting
- Partial loss of heating or hot water
- Blocked or leaking drains
- Blocked bath, sink or basin
- Leaks from taps, pipes or tanks (when causing damage)
- Leaking roof
- Insecure external door, window or lock
- Toilet blocked or not flushing

## Examples of non - urgent repairs

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Please complete our General Maintenance Request form and we will aim to respond to your request within 2 working days of receipt

- Mend loose or dripping taps
- Seal bath, wash hand basin or sink
- Repairs to leaking waste pipes and guttering
- Repairs to W.C. seat/ cistern / pan
- Adjust doors
- Repairs to kitchen units
- Window repairs
- Repair floorboards
- Noise from neighbours

To schedule appointments for the repair, our contractors will get in touch with tenants. We need your current phone number since this is typically done over the phone. Additionally, it's crucial that you return any appointment-related voicemails, as the repair order may be cancelled if the contractor is unable to get in touch with you. Furthermore, it's crucial to keep any confirmed appointments because failing to do so could incur costs to tenants.

# EMERGENCY MAINTENANCE

## STEP THREE: IF YOU HAVE AN EMERGENCY ISSUE, CHECK THE FOLLOWING...

**Before calling out an emergency contractor, ensure you have carried out the below checks to see if you can contain the issue, until the office reopens.**

**Burst or leaking pipes** – Use a towel, bucket or newspaper to absorb the water and put a dish under the leak to catch any more water. If it is a small leak then let your property manager know. If it is a burst pipe then turn the water off at the main stopcock. Turn on all the taps and this will empty the water from the system. Call your property manager or out of hour emergency if the leak is not containable or is causing serious damage/hazards.

**Blocked drains** - Blocked drains are considered an urgent but not emergency issue, unless they produce foul sewage or waste products in which case this would be considered an emergency issue. If you find you have a drainage issue, **CONTACT SEVERN TRENT WATER** prior to an emergency contractor call out as occasionally the issue is with the water company.

### Common problems

- If your oven has stopped working - check the clock and reset the timer.
- If your washing machine has stopped or won't drain - check the pump filter, drain the machine and check to see if something has got stuck.
- If your electricity trips, check to see if one appliance is the problem/ check the consumer unit. Check if neighbours do not have electric as there may be a power cut.
- No gas supply - check credit meter has been topped up
- Boiler - (loss of hot water or heating). It may be that your boiler needs to be repressurised, if you are confident please refer to manufactures instructions to do so, this may resolve your issue or get the boiler working until a contractor can inspect it.

# EMERGENCY MAINTENANCE

**STEP FOUR: IF YOUR EMERGENCY  
IS NOT CONTAINABLE / CAUSING  
A SERIOUS ISSUE:**

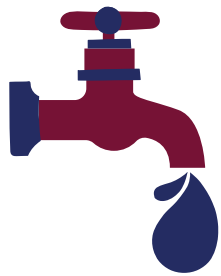
**Prior to calling a contractor please contact the following numbers which are on alternative rotation for out of hours to see if one of our Property Managers are available to assist you.**

**07741 647419  
07443 987402  
07553 814034  
07707 235800  
07929 859667**

**If you are unable to reach anyone using these numbers, please leave a voicemail and send a text message, as connection and signal may not always be reliable. Allow the staff member time to respond. If you do not receive a reply, proceed to contact the appropriate contractors listed below.**

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# PREFERRED CONTRACTOR DETAILS



## WATER

### WORCESTERSHIRE:

A-SELECT: 01905 423338 / 07785 707553

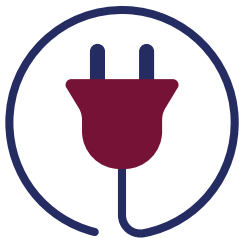
KW PLUMBING: 07767 897867 / 07747 773353

DENNIS PRESTON: 01452 840800 / 07860 899010

### GLOUCESTERSHIRE

DENNIS PRESTON: 01452 840800 / 07860 899010

KW PLUMBING: 07767 897867



## ELECTRIC

### WORCESTERSHIRE

MES Electric: 07967 512311

ACT Electric: 07552 340818

### GLOUCESTERSHIRE

MES Electric: 07967 512311

ACT Electric: 07552 340818



## LOCKSMITH

### WORCESTERSHIRE

Locksmiths Worcester: 01905 854858

### GLOUCESTERSHIRE

Locks-Unlock: 01452 764287



## GAS

### WORCESTERSHIRE & GLOUCESTERSHIRE

EMERGENCY GAS SERVICE

0800 111 999

If your issue is a genuine emergency that is outside of office hours and you can not get a response from either a relevant area contractor or the property manager in a reasonable time, you may need to source your own engineer. Providing you have a copy of the report and invoice we can liaise with the landlord to reimburse you for any call out provided the issues was a genuine emergency and need.

The contractor must only be instructed to only carry out temporary job/sufficient work to alleviate the cause of the problem (ie stop a leak, but no works carried out to repair any surroundings) and this must be detailed on their invoice and sent to CCL as soon as possible.





# CHARLES CARTER

## LETTINGS & PROPERTY MANAGEMENT

Specialists | Personal Service | Independent

Charles Carter Lettings are a member of Propertymark (which includes Client Money Protection Scheme) and The Property Ombudsman, being the largest lettings redress scheme in the UK.



## Get In Touch

Our helpful team are available and happy to assist with any enquiries you may have.

Please do not hesitate to get in touch or visit the office.



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[maintenance@charlescarterlettings.co.uk](mailto:maintenance@charlescarterlettings.co.uk)