

# Emergencies

## Our call out service

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### Emergency call out service

- ◆ Dragonfly Lettings operates a call out service so that in the event of an emergency you are able to contact someone. Whether the emergency occurs during or outside of our opening hours, please refer to this guide to ensure you contact the correct party and avoid incurring any costs. Where an issue is caused as a result of tenant negligence, you may be liable for the cost of repairs.
- ◆ Our normal office opening times are Monday to Friday, between 8.45am and 5.30pm.
- ◆ Regardless of whether the issue is an emergency or non-emergency, please report all instances to us as soon as possible so we can keep a record and follow up where necessary. You can do this via the details below, and a member of our team will get back to you during our opening hours.

Phone: 01603 760770 (press option 5 and leave a voicemail if no answer)

Email: hello@dragonflylettings.com (please write the subject as 'Emergency' followed by the property address)

Whatsapp: tbc

### What is an emergency?

- ◆ The purpose of these guidelines is to ensure that you understand what we consider to be an emergency vs. a non-emergency. Emergencies are matters that need to be dealt with immediately, whereas non-emergencies can be carried out urgently or as routine maintenance during normal working hours.
- ◆ Pages 2 and 3 of this document outline some of the most common emergency and non-emergency issues, and how you should deal with them. Please note, this guide is not an exhaustive list and should you incur charges as a result of dealing with an issue which is not an emergency, you may be liable for the costs. Please make all of your decisions in the full knowledge of the above and the following definitions.

### Definitions

- ◆ For the purposes of this guide an emergency is deemed to have occurred when an unforeseen circumstance arises that, if not dealt with quickly, would;
  - damage or lead to significant further damage to the property, or
  - endanger the occupant or cause them unreasonable discomfort, or
  - render the property unfit or unsafe for habitation or unsecure

### Is it a genuine emergency?

- ◆ Firstly, ensure the emergency you are experiencing is a true emergency and that it cannot be resolved during our office opening hours. Calling a contractor outside of normal office hours can be a costly expense for your landlord. We have a duty of care to ensure all actions are fair and reasonable, and we need to ensure that call-outs are for **genuine emergency works only**. Where it is considered an issue could be resolved without the need for a third party contractor, and it is safe and reasonable to do so, such as re-pressurising a boiler or reigniting the pilot light, any costs incurred for instructing an emergency contractor may fall to the tenant.
- ◆ Please refer to operating manuals or instruction booklets where available, or use the internet to search for reliable sources of information and advice on resolving some of the common household maintenance issues.
- ◆ We must stress that your landlord will only accept responsibility for genuine emergencies that cannot wait until our next working day, and where the cost for repairs is reasonable. We reserve the right to challenge any unsubstantiated call-outs and the associated costs incurred on the landlords behalf.

### Important contacts

- If you suspect a gas or carbon monoxide leak, contact Cadent on 0800 111 999 immediately.
- For emergency services (fire, ambulance or police) call 999.
- For any other non-life threatening emergencies, please refer to our guide on pages 2 and 3 of this document before contacting a contractor.

In all instances, please also report the issue to us as soon as possible.

### Choosing a contractor

- ◆ We have negotiated rates with a selection of contractors to assist in the event of an emergency. These contractors are approved by us and should be called upon in the first instance. Their details are listed on pages 2 and 3 of this guide. If, for any reason, our approved contractors are uncontactable, you may need to source another one. Before instructing another contractor you must:
  - Check they hold the necessary qualifications for the job (e.g. for gas works they must be registered with the GasSafe Register and for electrical works the contractor must be NICEIC qualified)
  - You must also ensure they have current Public Liability Insurance cover.
  - You will need to find out their hourly 'out of hours' rate for the works and assess if this is reasonable.
- ◆ The contractor should only be instructed to carry out work that is sufficient to stop the cause of the problem; such as stopping a leak, but not making good the surroundings. We can instruct one of our regular contractors to carry out these remedial works during normal hours and at a lesser rate.

# Emergency Call Out

## Out of hours service

| Issue/Fault             | Emergency? | Action Required  |
|-------------------------|------------|--|
| Fire                    | ✓          | Call fire brigade on 999 and contact us ASAP to report it.   |
| Gas leak                | ✓          | Turn off the gas supply and call Cadent on 0800 111 999. Then contact us ASAP to report it.  |
| Break in                | ✓          | Report it to the police for insurance purposes and obtain a crime reference number. If security is compromised, depending on the nature of the damage contact either our emergency glazier (Norwich Glass) on 01603 407071 or our emergency locksmith (City Locks) on 01603 409181.  |
| Burst pipes             | ✓          | Locate your stop cock and turn off the water supply. If electrics are affected, turn off the power too. For external pipework, contact Anglian Water in the first instance for advice and to ascertain whether they can assist. If they cannot assist, or if the burst pipe is internal, contact our emergency plumber (Taylor Plumbing & Heating Installations) on 07961 766105.  |
| Blocked drains          | ✓          | Contact Anglian Water to identify the issue. If the problem cannot be resolved by them, please contact Metro Rod on 0800 668800.<br><br>This is not classed as an emergency if the blockage is caused by tenant negligence i.e. nappies or sanitary wear.  |
| Blocked sink/bath pipes | ✗          | Contact us during normal office hours.   |
| Leaking waste pipes     | ✗          | Catch the water in a suitable container and contact us during normal office hours.   |
| No heating              | ✓          | If our office is open within the next 24 hours, contact us via the details on page 1 of this guide.<br><br>If our office is not open in the next 24 hours; <ul style="list-style-type: none"> <li>• if you are aware of a current maintenance plan, or a sticker on the boiler indicates there is one, contact the relevant party. Please check there is a valid plan in place before proceeding with any work.</li> <li>• if there is no plan or sticker, please contact our emergency plumber (Taylor Plumbing &amp; Heating Installations) on 07961 766105.</li> </ul> Please note, there may be instances where this is not considered an emergency. |
| No power                | ✓          | Locate the fuse box and check if any fuses have tripped. If there are no visible faults, check with UK Power Networks and see if neighbours have lost power too.<br><br>If the fault is just within your property, and our office is open within the next 24 hours, contact us via the details on page 1 of this guide.<br><br>Where loss of power occurs and our office is not open in the next 24 hours, contact our emergency electrician (Primrose Electrical) on 07944 443604.  |

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## Out of hours service

| Issue/Fault             | Emergency? | Action Required   |
|-------------------------|------------|---|
| No water                | ✓          | <p>Call Anglian Water to check if there is a known fault in the area and check with your neighbours to see if they are affected too.</p> <p>If the fault is just within your property, and our office is open within the next 24 hours, contact us via the details on page 1 of this guide.</p> <p>Where loss of water occurs and our office is not open in the next 24 hours, contact our emergency plumber (Taylor Plumbing &amp; Heating Installations) on 07961 766105.</p> |
| No hot water            | ✗          | <p>Contact us during normal office hours.</p> <p>If children or elderly people reside in the property;</p> <ul style="list-style-type: none"> <li>• If our office is open in the next 24 hours, please contact us via the details on page 1 of this guide.</li> <li>• If our office is not open in the next 24 hours, contact our emergency plumber (Taylor Plumbing &amp; Heating Installations) on 07961 766105.</li> </ul>   |
| Lost keys               | ✗          | <p>This is the sole responsibility of the tenant.</p> <p>Contact us during normal office hours to see if we hold a spare set. If keys are lost outside of normal opening hours and a locksmith is needed, the tenant should arrange and pay for this.</p> <p>A copy of the new key set must be provided to our office on the next working day.</p>  |
| Doors and door locks    | ✗          | <p>Only classed as an emergency if security is compromised on an external fitting. If so, contact our emergency locksmith (City Locks) on 01603 409181. If security is not compromised, contact us during normal office hours.</p>  |
| Security alarm          | ✗          | <p>If the alarm bell is triggered and cannot be silenced, please contact our emergency alarm contractor (DPM Fire &amp; Security) on 01953 433123.</p> <p>If there are any other faults, and you are aware of a maintenance contract, contact the alarm company directly and report it to us ASAP. If there is no maintenance contract in place, report it to our office during normal opening hours.</p>   |
| Fencing down            | ✗          | <p>Contact us during normal office hours.</p>   |
| External guttering/roof | ✗          | <p>Only classed as an emergency if loose debris is a danger, or the internal fabric of the building is immediately at risk. If so, contact our emergency contractor (CTB Home Improvements) on 07786 322462. If it is not an emergency, contact us during normal office hours.</p>  |
| Toilet won't flush      | ✗          | <p>Contact us during normal office hours.</p>   |

### Important information

Please report all maintenance issues to the correct party to avoid incurring unnecessary costs. Where an issue is caused as a result of tenant negligence, you may be liable for the cost of repairs. Regardless of whether the issue is an emergency or non-emergency, please report it to us as soon as possible so we can keep a record and follow up where necessary. You can do this via phone, email or Whatsapp (details on page 1 of this guide).

