







EMERGENCY CHECKLIST for Tenants



	<p>MAJOR WATER LEAK</p>	<p>GET THE WATER SHUT OFF IMMEDIATELY AND AVOID FURTHER DAMAGE – Turn the Stop Cock off or call Bournemouth Water 01202 590059.</p> <p>Shut your boiler off and any other appliances that use the water supply.</p>	
	<p>MINOR WATER LEAK</p>	<p>Contain it until we can get a plumber out. If it's causing damage then get the water shut off – see above.</p>	
	<p>SMELL GAS</p>	<p>Smell Gas then call 0800 111 999 IMMEDIATELY</p>	
	<p>NO HEATING</p>	<p>Check first there is power to the boiler, the room thermostat is working, the programmer is working and there is 1 bar of water pressure showing on the pressure gauge. Re-set the boiler (use the re-set button or power off and on).</p> <p>Report findings to Clarkes, you may need to use electric heaters until our engineer can repair the boiler.</p>	
	<p>NO HOT WATER</p>	<p>Check first there is power to the boiler, the programmer is working and there is 1 bar of water pressure showing on the pressure gauge. Re-set the boiler (use the re-set button or power off and on).</p> <p>Report findings to Clarkes, you may need to use electric heaters until our engineer can repair the boiler.</p>	
	<p>NO ELECTRIC</p>	<p>Check your trip switches first and check your meter.</p> <p>Report findings to Clarkes, we will send an electrician.</p>	

APPROVED CONTRACTORS IN THE EVENT OF AN EMERGENCY

Please go to the end of this document for a list of approved contractors you may call direct in the event of an emergency. NB you may be charged if the call out is not deemed to be an emergency or the Landlords responsibility.

Property Maintenance Guide

As Managing Agent acting on behalf of the landlord, Clarkes will assess any maintenance or repair issues that arise and respond according to guidelines below. Our objective is to keep the landlord complying with the tenancy agreement and health & safety regulations.

WE MUST FIRST ASSESS AND PRIORITISE THE ISSUE

Prioritise the item:	
PRIORITY 1	Essential repairs that could be a breach of the tenancy agreement or health & safety regulations if not resolved.
RECOMMENDED	Maintenance items that are in the landlords interests to resolve or to avoid a bigger issue later on
NON PRIORITY	Minor maintenance items that do not affect the tenancy agreement or health & safety issues.

WE MUST THEN DECIDE THE LEVEL OF RESPONSE

Decide Level of Response Needed	
Emergency Call Out / Make Safe	This would typically be a Priority 1 water, gas or electric repair and be over £100.
Minor Repair Call Out	This would typically be a fix on spot call out for a minor repair for under £50.00.
Free Quote	This would typically be a larger or specialist repair or maintenance item
Self Help Advice for Tenant	This would typically be for Non Priority items

YOU CAN HELP US DEAL WITH MAINTENANCE ISSUES MORE EFFECTIVELY BY:

- **Sending us photos**
- **Diagnosing the problem and providing as much information as possible**

APPROVED CONTRACTORS IN THE EVENT OF AN EMERGENCY
(Subject to their availability)

LOCKSMITH

- Phil Goldi Locksmiths 07812 060506
- Graham Lynx Locks 07866 116482

PLUMBER

- Mark Gill 07710878883
- Holland Gas 01202 923030
- Ian Finch 07952389596

GAS ENGINEER

- Joe Stanley 07980140250
- Mark Gill 07710878883
- Holland Gas 01202 923030
- Ian Finch 07952389596

ELECTRICIAN

- Colin Doherty 07800608608
- Mark Bullivant 07774144557

APPLIANCE REPAIR TECHNICIAN

- Darren Billett 07714631921
- DAB Appliances 07738 782531

HANDY MAN

- Andy Marks 07813 842012

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