



# WARFIELD P A R K

## TENANT OUT OF HOURS EMERGENCIES

Warfield Park Policies and Procedures

EMERGENCY PHONE NUMBER - 07710 823 991

### When is the Emergency Number in Use?

Warfield operates an out of hours' emergency service during the following times:

Weekdays: Monday – Friday 5.00pm and 9.00am  
Weekends: Friday 5.00pm – Monday 9.00am  
Bank Holidays: 24 Hours

### What is an emergency?

Emergency repairs will be attended to outside working hours when:

- the fault poses a serious risk to health and safety
- the fault poses a serious risk to the structure of the property
- the property is not secure

*A call out fee may be charged to tenants if they use the emergency call out service for a fault that is not a genuine emergency, or is a result of misuse. This will be the cost of materials and the team's time.*

### What is considered an emergency repair?

Emergency work includes:

- Heating loss to the home where vulnerable people are
- Toilet blockage or toilet unable to be flushed, note: toilets can be flushed by using a bucket of water (where there is no alternative toilet)
- Serious storm, accident or flood damage.
- Dangerous structures
- Serious electrical faults, total loss of power
- Total loss of water supply
- Major water leak (which is causing a flood)
- Overflows and taps continually running
- Where the property cannot be secured (eg: insecure low level window and doors)
- Regaining entry where a tenant is accidentally locked out.

Out-of-hours emergency repairs where further work is necessary, team members will report issues and any future appointments needed will be arranged with tenants at their convenience.

### Will the out of hours' team repair everything?

No. The Out of Hours Emergency Service only deals with very urgent work and if it is safe to do so, not jobs that will be safe to leave until normal working hours. Our team will determine whether your request is an emergency. If it is not, they will offer you appropriate advice about how to deal with your problem or will arrange for someone to call during normal working hours. You may also be asked to help resolve or make safe an emergency yourself, such as turning off the water supply, and it is therefore always useful to know the location of certain essential items, for example your boiler (please note the manufacturer's name), fuse box, gas meter, electric meter, water stop tap and water tanks.

01344 884666 | enquiries@warfieldpark.co.uk | www.warfieldpark.co.uk



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### ELECTRIC

If electric goes off firstly check your trip switch at the main fuse box.

- Turn all the switches to off at the main fuse box
- Turn all appliances off
- Reset the main fuse - trip switch
- Then one by one turn all electrical appliances back on

If a certain appliance causes the electric to go out again then the fault is with this appliance. Leave this appliance unplugged and seek professional advice.

### GAS

If you smell gas:

DO turn off supply at meter

DO open doors and windows

DO Harvest Lea tenants call Transco - Natural Gas Emergency Service on: 0800 111 999

DO Warfield Park tenants on LPG call Calor Gas on: 0345 7444 999

DO NOT turn electric switches on or off

DO NOT smoke

DO NOT use naked flames

### WATER

Water Leaks:

- Turn off the water at the stop tap
- Drain down by turning your taps on
- Turn the central heating boiler off

Leaks and burst pipes internally, likely to cause serious damage that cannot be monitored call the park emergency number: 07710 823 991

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