







## EMERGENCY CHECKLIST for Tenants



	<b>MAJOR WATER LEAK</b>	<p><b>GET THE WATER SHUT OFF IMMEDIATELY AND AVOID FURTHER DAMAGE</b> – Turn the Stop Cock off or <b>call Bournemouth Water 01202 590059 or 0344 346 2020</b></p> <p>Shut your boiler off and any other appliances that use the water supply.</p>	
	<b>MINOR WATER LEAK</b>	Contain it until we can get a plumber out. If it's causing damage then get the water shut off – see above.	
	<b>SMELL GAS</b>	Smell Gas then <b>call 0800 111 999 IMMEDIATELY</b>	
	<b>NO HEATING</b>	<p>Check first is there power to the boiler ? Is the room thermostat working (clicking?), is the programmer working and there is there 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>See further help here:  <a href="https://www.clarkesproperties.co.uk/How-To-Top-Up-Boiler-Pressure.pdf">https://www.clarkesproperties.co.uk/How-To-Top-Up-Boiler-Pressure.pdf</a></p> <p>Report findings to Clarkes, you may need to use electric heaters until our engineer can repair the boiler.</p>	
	<b>NO HOT WATER</b>	<p>Check first is there power to the boiler ? Or if you have a hot water tank is there power to the immersion heater ? Is the programmer working and there is there 1 bar of water pressure showing on the pressure gauge of the boiler ? Re-set the boiler or immersion heater (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>	
	<b>NO ELECTRIC</b>	<p>Check your trip switches first and check your electricity meter.</p> <p>Report findings to Clarkes and we will send an electrician.</p>	

### APPROVED CONTRACTORS IN THE EVENT OF AN EMERGENCY

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

**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.**

## **IMPORTANT NOTE**

### **Clarkes Maintenance Procedure**

**REPORT MAINTENANCE ISSUES TO:** [lettings@clarkesproperties.co.uk](mailto:lettings@clarkesproperties.co.uk)  
**Remember to attach pictures/Videos**  
**(We require a minimum of 1 close-up and one further out to show location of issue)**  
**Alternatively complete this form:**  
<https://docs.google.com/forms/d/1fKRT00XGHSRzMQzrp3q4p4Qym4xyhbKc1VZMLoZRkWK/edit?ts=68a88677>

As Managing Agent acting on behalf of the landlord, we are contractually obliged to follow this process. **Please help us help you.**

### **WE MUST FIRST ASSESS AND PRIORITISE THE ISSUE**

<b>Prioritise the item:</b>	
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 landlord's 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 GET APPROVAL TO SEND CONTRACTORS TO RESOLVE**

<b>Level of Response Needed</b>	
Emergency Call Out / Make Safe	This would typically be a PRIORITY 1 such as water leak, gas leak, security risk or electrical repair.
Minor Repair Call Out	This would typically be a fix on spot call out for PRIORITY 1 or RECOMMENDED items.
Arrange 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 ASSESS AND RESOLVE BY:**

- **Sending us photos** (even if you can't see the issue in a photo it helps to see the location, context and type of appliance etc).
- **Diagnosing the problem** and providing as much information as possible.

**The better the photos and diagnosis of the problem the quicker we can Assess, Approve and Respond.**

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

**LOCKSMITH**

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

**PLUMBER**

- Holland Gas 01202 923030
- Dean Northeast 07594463721
- Christopher Dare 07718632146

**GAS ENGINEER**

- Joe Stanley 07980140250

**ELECTRICIAN**

- Synergy Electrical 07886002644

**APPLIANCE REPAIR TECHNICIAN**

- Grahams Electrical 01202 519603

**CLARKES OUT OF HOURS NO.**

- 01202 152920

***NB you may be charged if the call out is not deemed to be an emergency or the Landlords responsibility.***

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