

# What is a rental property emergency?

## Definition of an emergency

An emergency in relation to rental properties can generally be defined as **‘Something which could not have been foreseen and which could cause a threat to life or serious damage to property’**.

## Reporting an emergency

If you have an emergency outside of our office opening hours, please email [management@parkinsonfarr.co.uk](mailto:management@parkinsonfarr.co.uk)

## Is this an emergency?

To assist you in taking the right course of action as quickly as possible we have produced the guide below:

### With all repair reports:

- **If a contractor is called out and finds no fault, the tenant will be liable to pay the call out costs (Minimum Charge £70.00).**
- **If a contractor is called out on an emergency and finds the issue not to be an emergency the tenant will be liable for paying the emergency call out costs (Minimum Charge £70.00).**

Situation	Is this an emergency?	Who do I call?	Additional comments
No heating	Depends on the time of year & circumstances	parkinsonfarr	<p>Before calling check:</p> <ul style="list-style-type: none"> <li>• If you have a pre-payment meter there is credit on the meter</li> <li>• The boiler pressure doesn't just need topping up to circa 1.5 bar</li> </ul> <p>We will aim to have a contractor with you within 24 hours of the initial report to investigate. Over the weekend and extended 'closed' periods i.e. Xmas / Bank Holidays there may be a delay in contractor availability. We would aim to have the issue resolved within 3 working days – subject to contractor availability &amp; supplier availability</p>
No hot water	No	parkinsonfarr	See above
No power supply	Yes, if this is a total loss of power which doesn't extend to neighbouring properties	parkinsonfarr	<p>Before calling check:</p> <ul style="list-style-type: none"> <li>• The fuse board</li> <li>• Neighbouring properties</li> <li>• With your supplier to establish if there is a known fault</li> </ul>
Gas leak	Yes	National Grid parkinsonfarr	<p>Emergency Number 0800 111 999</p> <p>To inform us of actions taken by National Grid</p>
Carbon monoxide alert	Yes	parkinsonfarr	<ul style="list-style-type: none"> <li>• Turn off all appliances</li> <li>• Open windows</li> <li>• Leave premises</li> <li>• Over extended 'closed' periods i.e. Xmas / Bank Holidays there may be a delay in response times or contractor availability.</li> <li>• Instruct a suitably qualified contractor to attend</li> </ul>
Smoke alarm beeping	No	parkinsonfarr	It is the tenant's responsibility to act in a 'Tenant Like Manner' part of this includes periodically testing, and replacing smoke alarm batteries.

			<p>Lawfully every rented property must have 1 x active working smoke alarm on each floor where there is living accommodation; if this is not the case in your property, you must inform us asap.</p> <p>If you damage or break the smoke alarm, it is your responsibility to replace this like for like, or cover the cost of the repair / replacement if it is an electrically wired smoke alarm.</p>
Fire	Yes	Fire department parkinsonfarr	<p>999</p> <p>To inform us of action taken by fire department</p>
No water supply	Yes, if there is no running water at all	parkinsonfarr	<p>Before calling, check:</p> <ul style="list-style-type: none"> <li>• With your supplier/neighbours to see if there is a known issue</li> </ul>
Plumbing leak	Yes, if it cannot be contained and is causing damage	parkinsonfarr	<p>Do:</p> <ul style="list-style-type: none"> <li>• Turn off the water</li> <li>• Take care if the leak is near or through electrical fittings</li> <li>• Alert neighbours if water is leaking from their property</li> </ul> <p>Over extended 'closed' periods i.e. Xmas / Bank Holidays there may be a delay in response times or contractor availability.</p>
Roof leak	Yes - if the leak is causing major damage or is affecting an electrical fitting	parkinsonfarr	
Roof damage	Yes - if hazardous to people or causing substantial damage to property	parkinsonfarr	
Gutters / downpipes	No, unless water is entering the building causing	parkinsonfarr	

	major damage or hazardous to people		
Blocked sink / basin / bath	No		This is normally the tenant's responsibility unless it can be proven the blockage wasn't caused by you
Blocked toilet	Yes – if there is only one toilet in the property	parkinsonfarr	This is normally the tenant's responsibility unless it can be proven the blockage wasn't caused by you
Locks / doors	Yes – if you are unable to secure the property  No – if you have lost your keys	parkinsonfarr  Police if a crime has been committed	This is normally the tenant's responsibility unless you can prove the damage / issue was not caused by you.  If you have lost your keys you would be expected to pay for a replacement lock / locksmith call out and the cost of supplying new keys & FOBS to the landlord & agent.
Broken windows	Yes – if you are unable to secure the property	parkinsonfarr  Police if a crime has been committed	This is normally the tenant's responsibility unless you can prove the damage / issue was not caused by you
Broken cooker	No – this is an inconvenience not an emergency	parkinsonfarr	This will be followed up the next working day.  We would aim to have the issue resolved within 3 working days – subject to contractor availability & supplier availability
Burglar alarm going off	No – this is an inconvenience not an emergency	parkinsonfarr	This is normally the tenant's responsibility unless you can prove the issue / alarm trigger i.e. power failure was not caused by you