

EMERGENCY NUMBERS

It is our view that an emergency situation is when the incident is dangerous, life threatening or may result in personal injury or public liability claim or serious deterioration of the property. If you have an emergency situation, e.g. water coming through the ceiling, we will endeavour to help you immediately. You may be interested in taking out tenants contents insurance, please call us if you would like further information.



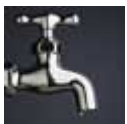
Gas

If you smell gas within your property you are advised to switch off the gas at the meter and contact the Transco 24 hour gas emergency service on 0800 111 999.



Boiler

Check the pressure gauge and pilot light. You are likely to have a combi-boiler (instant hot water and heating from the same boiler) so please check that the pressure gauge is between 1 and 1.5. If the pressure is below 1 then you need to fill the new central heating system with more water to bring up the pressure. Opening the tap or valve on the flexible loop pipe below the boiler usually does this. You will hear the water rushing into the central heating pipe - close the tap after a few seconds and re-check the gauge. If your boiler is an older model please check that the pilot light is still lit. If not, follow the instructions on the boiler flap to re-start the pilot light - be patient as it takes a few attempts to be successful.



Water

Please inform us immediately of any leaks by calling 029 2115 8696. Below are some things you can do to help the situation.

Leak from a copper water pipe or tap - please turn off your water at the stop-tap normally found underneath the kitchen sink/under the stairs. If it is not there, it may be in the cellar or in the ground floor front room. Then turn on the kitchen taps to drain the water from the pipes and the tank. Leak from the ceiling from bathroom above - stop using the bathroom. If you were using the bath or shower recently, then it's likely the leak is coming from the drainpipe, so don't use them again. Don't forget that the water may keep coming through the ceiling for an hour or so after your bath. Don't switch on the ceiling light below the bathroom and try to catch the water in buckets. Leaks from the washing machine- -switch the machine off. If the leak is coming from the water supply into the appliance then turn the red and blue plastic taps behind to the off position. Mop up the water with newspaper or towels. Leak from the roof - catch the water in a bucket. Use newspaper and towels to soak up the water. Water coming in from the basement - call Welsh Water on 0800 281 432.



Electric

Unplug all electrical appliances and re-set the fuse box. Firstly, check to see if your neighbours have electric. If they have, then go to your fuse-box and re-set any switches which have tripped to “off”. If the fuse keeps tripping off then switch off all the fuses and make sure they are pressed all the way down. Then, unplug all electrical appliances in the house especially kettles, irons, hair straighteners and washing machines. You should then be able to re-set the fuse box. If the fuse box is on, but there is no electric, please call SWALEC on 0800 0520400 as it’s possible that the main SWALEC fuse has blown.



You’re Responsibility

You are expected to carry out minor maintenance issues at the property. To give you a few examples, if your door handle becomes loose, you are expected to tighten it. You are expected to replace light bulbs when they fail and to replace batteries in smoke alarms. If you have blocked sink/bath/toilet, you would be expected to unblock it. For this type of domestic blockage we suggest you try using an unblocking chemical that can be purchased at most supermarkets. If this is unsuccessful then we will be happy to recommend a good plumber.



Lost Keys

Should you misplace your keys or lock yourself out during office hours, please come and collect a key from the Hensons office. If it is out of office hours then we would suggest you find alternative overnight accommodation and come to our office the next morning. The Hensons office is open Monday-Friday 09:00 - 18:00, Friday, and Saturday 10:00 - 2:00. If this is not an option or you require keys on a Sunday, Please call the office for instructions. Please be aware that all costs relating to this, including any locksmith or contractor charge, will be your responsibility and you will be expected to pay. This could be up to £140 + VAT if a locksmith has to be called.

Please Note: tenants will be charged for unnecessary call outs and repairs resulting from negligence.



Emergency Numbers

Police: 999

Fire Brigade: 999

Gas Emergency: 0800 111999

Electricity Board: 0800 6520400

Welsh Water: 0800 6520400



Helpful Numbers

Hensons Home: 029 2115 8696

Plumber: 07879028443

Electrician: 02920 496 933

Electrician: 07773 555578

Locksmith: 02920 814 184 Mobile 07814 814 184

Cleaning: 02920 458912