

Tenant Guide - in an emergency

Situation	Is this an emergency?	Who do I call?	Comments
No heating	Depends on time of year & circumstances.	Lifeboat Lettings Emergency Contractor	** If the office is closed for an extended period (Christmas), contact an emergency provider.
No hot water	No	Lifeboat Lettings Emergency Contractor	If the office is closed for an extended period (Christmas), contact an emergency provider.
No power supply	Yes, if total loss of power in the property which doesn't extend to neighbours.	Lifeboat Lettings Emergency Contractor	Check: <ul style="list-style-type: none"> • The fuse board • Neighbouring properties • Your supplier to establish if there is a known fault
Gas leak	Yes	National Grid	Emergency number: 0800 111 999
Carbon monoxide alert	Yes	Lifeboat Lettings Emergency Contractor	Turn off all appliances, open windows (ideally) and leave the premises.
Fire	Yes	Fire department	Emergency number: 999
No water supply	Yes, if there is no running water at all.	Lifeboat Lettings Emergency Contractor	Check: Your supplier to establish if there is a known issue.
Plumbing leaks	Yes, if it cannot be contained and is causing damage.	Lifeboat Lettings Emergency Contractor	Do: <ul style="list-style-type: none"> • Turn the water off • Take extra care if leak is through or near any electrical fittings. • Alert neighbours if water is leaking from their properties.

Roof leaks	Yes, if the leak is causing major damage or is affecting an electrical fitting.	Lifeboat Lettings Emergency Contractor	
Roof damage	Yes, if hazardous to people or property.	Lifeboat Lettings Emergency Contractor	
Gutters/ downpipes	No, unless water is entering the building causing major damage or if hazardous to people or property.	Lifeboat Lettings Emergency Contractor	
Blocked sink, basin, bath, etc	No		Normally this is tenant responsibility unless it can be proven that blockage was not caused by you.
Blocked toilet	Yes, if there is only one toilet in the property.		Normally this is tenant responsibility unless it can be proven that blockage was not caused by you.
Drains	Yes, if damage is being caused	Lifeboat Lettings Emergency Contractor	
Locks/doors	Yes, if you are unable to secure the property or have lost your keys.	Police if a crime has been committed	Normally this is tenant responsibility unless it can be proven that blockage was not caused by you.
Broken windows	Yes, if you are unable to secure the property	Police if a crime has been committed	Normally this is tenant responsibility unless it can be proven that blockage was not caused by you.

****Please use Google to search, using your make and model of boiler, for any problems/resolutions with your boiler you may be able to sort yourself.**