



Emergency Procedure

In the case of a genuine emergency, where your safety or security is in jeopardy, then you must contact us.

During office hours, you can create a ticket on www.csllcars.com.

For an emergency, please immediately call the office on 01752 600485.

Outside of office hours (after 5pm, and before 9am) you should **text** the on call phone.

We will actively staff this service up to 10:30pm. After this time, we will attempt to help you but unfortunately cannot guarantee to; even if the member of staff is still awake, there is no guarantee that the issue will be resolved.

Please ensure your text starts with **your name, and property address.**

If you have contacted the emergency number, and received no response within two hours, then you can instruct a contractor to either secure your property or fix an emergency. You will need to get an invoice for this work, and we will reimburse you. A ticket must be created on the communication and repairs system before the next working day, or the invoice will not be re-credited to you.

An emergency is classed as a situation where you or the property is in jeopardy; this can be if the security of your house is compromised if a window or door is broken, or can't be locked, or if you are locked out of the property.

The property is in jeopardy in the case of a major leak – plumbing or roof leak. Please do use common sense – a dripping tap can wait until the morning. If all of the electrics in your house cut out, then obviously you must of course check the circuit breakers first – this is an oblong box with a row of switches on it, which is more than likely under the stairs.

White goods are not classed as an emergency – we would not be able to get an engineer to attend your property and repair a fridge at 10pm!

*We may be able to get people to attend over the weekend.

All though we hope it never happens; serious emergencies can happen. Please do remember that we are a letting agency and not an emergency service; if you feel threatened for any reason, call the police.

This is not wasting time; it is what they are there for.

If there is a fire, get out, stay out and call the fire brigade!

If you can smell gas, please call Transco – they will attend 24 hours a day free of charge. Their number is 0800 111 999

If your internet stops working, this is an inconvenience but not an emergency – this will not be dealt with by the person on call, and you will need to speak to a member of staff during office hours.

The on-call phone cannot be used to discuss rent.

If you have locked yourself out of your house outside of office hours, there will be a call out charge to let you back in. Call outs can be charged to a maximum of £95 for an out of hours lock out, but is dependent on the situation. If you can't get hold of us after 10:30pm, and you have an actual emergency, which as above puts you or the property in immediate danger, then you can contact our contractors directly.

- If your fire alarm is going off, and there is no fire, you can contact Plymouth Fire Protection. If a house mate has set off the alarm (by breaking a call point for example) and there is not a fire, they will be responsible for the cost.

Martin on 07977 121527

- If you have an electrical problem, you can contact A1 electrical services.

Nick on 07775 667969

- If you have a plumbing issue (major water leak) you can contact Gregory Plumbing and Heating.

Wayne on 07771 538428

- If you have a failed lock, (rather than a lock out) you can call Plymouth Budget Locksmiths. If you have locked yourself out and cannot gain access, then you can call the locksmith, although the cost will be yours.

Paul on 07772 476907

- If you have a broken window, you can contact Window Wise. Please note that if YOU have broken the window, you will be responsible for the cost.

Wayne on 07860 406238

Of course we hope you never need to use this procedure and if you do have any queries about your safety in your home then please let us know.