

## Emergency Contact Telephone Numbers

Almost all problems you encounter out-of-office hours can wait for the next working day before we can arrange repairs; but if there is an emergency, please use the following guide.

### Gas

If you smell gas, you should immediately turn off the gas supply to your property at the meter (all tenants should know where the meter is and have access to this room at all times). The problem should then be reported to us and we will arrange an engineer to call as soon as possible. If you believe the leak is outside your property, or you are unable to turn off the supply for any reason, call National Grid Gas on 0800 111 999. They will visit and turn off the supply but will not carry out any repairs – please then contact us to arrange for an engineer to attend.

### Water

If you have an uncontrollable water leak, turn the supply off at the stopcock (make sure everyone knows where it is) and then report the problem to us. If the leak is outside your property, please call Severn Trent Water on 0800 783 4444.

### Electricity

If your power supply is interrupted, please check your electricity fuse board to see if one or more of the circuit breakers has tripped. Usually, you will be able to reset the breaker without any problems by simply switching it to the original “on” position (sometimes you may need to press a reset button, or sometimes all of the breakers need to be turned off, and then reset one by one). Circuit breakers tripping can be caused by a light bulb failing, which will need replacing, or by a faulty appliance (e.g. kettle or hairdryer) – try unplugging all appliances and then resetting the circuit breaker(s). If this does not remedy the problem, please report the problem to us. Please also check and see if there is a general power cut (your neighbours will be affected as well as your house) – if this is the case you will have to wait until the supply is restored to the whole area.

### Burglary

If your property is broken into, immediately phone the police and report the incident on 101. Always dial 999 in emergencies. Please keep a note of any crime number issued – it will be required by insurers should a claim be made. Any incidents must be reported to the office as soon as possible.



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## Other Emergencies

If you have a personal contact number for your landlord (this will be given to you separately) you must contact them for out-of-hours help or advice before following the directions below.

**If you have a problem that needs urgent attention outside office hours, you can call 07772 781 210. This number is for genuine emergencies only that cannot wait for the following day. You may have to leave a message for us to phone you back – if we are out on a call we may not answer a call immediately. You will be expected to pay for the cost of the call-out if the problem is your responsibility. The emergency phone number given above is also recorded on the message on our office answering machine.**

**If you are locked out of your property you can also call this number and a contractor will visit to let you in – please note there will be a £40 (inc. VAT) charge for this call out before 10:00pm, rising to £75 (inc. VAT) after 10:00pm and at weekends/bank holidays.**

You should not use this service if the problem is covered by any insurance policy your landlord may have – you will be notified of any cover on a separate information sheet – for example, some landlords have 5\* boiler cover with British Gas, and if this is the case you must contact British Gas directly.

## Property Handbook Summary Sheet

This sheet is intended to give answers to the questions most commonly asked by tenants. It will hopefully answer concerns you may have. If there is anything further to this, please contact us directly.

- If you have any issues/problems please contact the office during normal working hours, Mon – Fri 9:00 am – 5:00 pm. Maintenance problems should be reported in the first instance by email to our maintenance department, at [maintenance@broadcourt.com](mailto:maintenance@broadcourt.com).
- For out-of-hours emergencies, please refer to the advice overleaf. Please remember – we will not reimburse you the cost of calling out any contractor not given overleaf unless it is approved by us in advance, and you are issued with an official order number.
- Please check the condition of the property carefully within 48 hours of collecting the keys and inform us of any problems in writing on the inventory provided.
- Make sure your first rent payment (made by direct debit) has been successful. If you have any problems or difficulties with your rent payments, please email [kelly@broadcourt.com](mailto:kelly@broadcourt.com) or phone the office.
- When you first arrive at the property, make sure you note the gas and electricity (and water, if you have a water meter) meter readings.
- Inform your chosen suppliers of gas, electricity, and media of the date that your tenancy begins, and give them (where appropriate) the meter readings you have taken. Please also contact Severn Trent Water to set up an account (**unless water bills are included in your rent**).
- If you change your contact details at any time during your tenancy, please let us know as soon as possible. Most of the messages we send you will be by email.
- Make sure you insure all of your personal belongings from the day that you move in.
- Each tenant must make sure they know how to turn off gas, electricity and water supplies at the mains in the event of an emergency.
- Make sure that access to mains switches/meters is possible at all times – if they are in a locked room, (normally the ground floor front bedroom) make sure a key is available to all tenants.
- You must not alter or decorate the property in any way without the written permission of your landlord or Broad Court.
- DO NOT tamper/attempt to tamper with the fire detection/smoke alarm equipment within the property. Doing so will result in a charge being made for reinstallation or repair.



# Broad Court

PROPERTY MANAGEMENT

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- Keys are held by us for use in emergencies and for use by our workmen with your agreement. DO NOT install or change any locks within the property without written permission from your landlord or Broad Court.
- Items deemed to be damaged by careless or inappropriate use will be charged to tenants.
- Please do not smoke in your property.