



Emergency Checklist



	MAJOR WATER LEAK	GET THE WATER SHUT OFF IMMEDIATELY AND AVOID FURTHER DAMAGE – Turn the Stop Cock off or call Bournemouth Water 01202 590059 . Shut your boiler off and any other appliances that use the water supply.
	MINOR WATER LEAK	Contain it until we can get a plumber out. If it's causing damage then get the water shut off – see above.
	SMELL GAS	Smell Gas then call 0800 111 999 IMMEDIATELY
	NO HEATING	Check first there is power to the boiler, the room thermostat is working, the programmer is working and there is 1 bar of water pressure showing on the pressure gauge. Re-set the boiler (use the re-set button or power off and on). Report findings to Turners, you may need to use electric heaters until our engineer can repair the boiler.
	NO HOT WATER	Check first there is power to the boiler, the programmer is working and there is 1 bar of water pressure showing on the pressure gauge. Re-set the boiler (use the re-set button or power off and on). Report findings to Turners, you may need to use electric heaters until our engineer can repair the boiler.
	NO ELECTRIC	Check your trip switches first and check your meter. Report findings to Turners, we will send an electrician.

**Call 01202 668800 and leave a voicemail or email info@turnersproperty.co.uk.
Voicemails and emails are monitored out of office hours and a member of our team will contact you asap.**

Property Maintenance Guide

As Managing Agent acting on behalf of the landlord, Turners Property will assess any maintenance or repair issues that arise and respond according to guidelines below. Our objective is to keep the landlord complying with the tenancy agreement and health & safety regulations.

We must first assess and prioritise the issue:

Prioritise the item:	
High Priority	Essential repairs that could be a breach of the tenancy agreement or health & safety regulations if not resolved.
Recommended	Maintenance items that are in the landlord's interests to resolve or to avoid a bigger issue in the future.
Low Priority	Minor maintenance items that do not affect the tenancy agreement or health & safety issues.

We must then decide the level of response:

Decide Level of Response Needed	
Emergency Call Out / Make Safe	This would typically be a high priority water, gas or electric repair and be over £100.
Minor Repair Call Out	This would typically be a fix on spot call out for a minor repair for under £50.
Free Quote	This would typically be a larger or specialist repair or maintenance item.
Self Help Advice for Tenant	This would typically be for low priority issues.

You can help us deal with maintenance issues more effectively by:

- **Sending us photos**
- **Diagnosing the problem and providing as much information as possible.**

198 Blandford Road, Hamworthy, Poole, Dorset, BH15 4BH

† 01202 668800

e info@turnersproperty.co.uk

w www.turnersproperty.co.uk

VAT No: 222 4108 57

