EMERGENCIES & REPAIRS · FOR LEASEHOLDERS & RESIDENTS

What to do *out of hours.*

Who to call when something goes wrong outside office hours, what can safely wait until morning, and when your managing agent needs to be involved.

> IN A LIFE-THREATENING EMERGENCY, CALL 999 FIRST
>
> Fire, a serious injury, a crime in progress, or anyone in immediate danger — dial **999** (or 112) for the fire, ambulance or police service. Your safety comes before your property. You do not need to contact the managing agent first.

1 · Purpose and how to use this document

This policy explains what to do if a problem happens outside normal office hours, who to call, and when the managing agent needs to be involved.

The most important point: the vast majority of genuine out-of-hours emergencies need the **emergency services or a utility provider**, not the managing agent. Calling the managing agent will not get the fire service to you faster, stop a gas leak, or restore your power. Please call the right service directly, using the guidance below, and only then report the matter to the managing agent so it can be followed up during working hours.

> THE GOLDEN RULE
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> If it is a threat to life or safety, call the emergency services on **999**. For almost everything else, your job is to make the area safe and limit the damage — the repair itself is arranged the next working day.

"Out of hours" means outside the managing agent's normal office hours — evenings, nights, weekends and public holidays. Our office hours are **9am to 5pm, Monday to Friday**.

2 · What counts as a genuine emergency

An out-of-hours emergency is a sudden, unexpected event that poses an immediate risk to life, health or the security of the building, or that will cause serious damage if it is not dealt with straight away.

Everything else should wait until the next working day.

Put simply: 999 is for life-or-death and serious danger. For most other out-of-hours problems there is nothing to gain from an overnight call-out — the sensible response is to contain the damage and let it be put right in the morning.

EMERGENCY — ACT NOW	NOT AN EMERGENCY — REPORT NEXT WORKING DAY
Fire or smell of burning	A dripping tap or minor leak you can contain
Smell of gas or suspected carbon monoxide	One light or socket not working
Serious injury or medical emergency	Communal light bulb out
Major water leak or flooding affecting the building	Lift out of service with no one trapped
Sewage backing up into the building	Noisy neighbours / noise nuisance (a council matter — see Section 4)
Total loss of power or water	Parking disputes
Loss of heating in cold weather (report at once — the repair itself may still need parts; see Section 5)	Heating issue in mild weather
A break-in, or a door or window left insecure	Cosmetic damage or general wear
A lift with a person trapped inside	
Structural danger (e.g. falling masonry)	

> IF IN DOUBT
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> If you are ever unsure whether something is safe, treat it as an emergency and call the relevant service in Section 4.

3 · Not sure who to call? Work down this list

Not sure who to call, or whether it can wait until morning? Start at the top and stop at the first line that fits.

- **1. Danger to life?** Fire, serious injury, a crime in progress, or anyone in immediate danger — call **999** now.
- **2. Gas or carbon monoxide?** Call the National Gas Emergency Service on **0800 111 999** (free, 24 hours), then follow the steps in Section 5.
- **3. Utility failure?** Power cut — **105**. Mains water burst or no supply — Thames Water on **0800 316 9800**. Both free, 24 hours.

- **4. A genuine emergency in the communal parts or the structure?** Call the managing agent's emergency mobiles (Section 6).
- **5. Inside your own flat?** Your own contractor or home emergency cover. If you rent, contact your landlord or their lettings agent (Section 8).
- **6. Everything else** — make it safe, limit the damage, and report it through the app or by email the next working day.

4 · Who to call — emergency contacts by type

Use this table to find the right number quickly. Free 24-hour national services are shown where they exist.

TYPE OF EMERGENCY	WHO TO CALL	NOTES
Fire	999 or 112	Get everyone out, close doors behind you, do not use lifts, and do not go back inside.
Gas leak / carbon monoxide	National Gas Emergency Service — 0800 111 999	Free, 24 hours. Do not turn switches on or off or use naked flames; open windows and leave. Call 999 if anyone feels unwell.
Medical emergency	999, or 111 for urgent advice	Use NHS 111 online or by phone if it is not immediately life-threatening.
Power cut	105	Free, 24 hours — connects you to your local electricity network operator. Check whether neighbours are affected too.
Water leak / burst / no water	Thames Water 24hr emergencies — 0800 316 9800. Castle Water (the building's account & billing) — 01250 718700, Mon–Fri	If water is entering the building, stop it at the stopcock if safe. See Section 5.
Crime, break-in, or insecure building	999 if in progress or anyone is in danger; otherwise 101	Report to the police first, then notify the managing agent so communal security can be arranged.
Person trapped in a lift	Alarm / emergency phone inside the lift car (connects to the lift company). If there is no response, call 999	The in-car alarm connects to a monitored 24-hour line. Call 999 straight away if the trapped person is unwell.
Communal building emergency (heating, lighting, security, structural)	Emergency mobiles (any of): 07707 304668 · 07702 047518 · 07789 435535. Email info@genapm.com	For issues affecting the communal parts or the whole building that cannot wait. See Section 6.

TYPE OF EMERGENCY	WHO TO CALL	NOTES
Inside your own flat (private plumbing, appliances, electrics)	Your own contractor or home emergency cover. If you rent, your landlord or their lettings agent	Repairs inside your demised property are usually your responsibility, not the managing agent's. See Section 8.
Noise nuisance / antisocial behaviour	Your local council's environmental health / noise team; 101 for antisocial behaviour or threats	Noise and statutory nuisance are dealt with by the council, not the managing agent. Call 999 if you feel threatened or unsafe.

> DEAF OR HARD OF HEARING?
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> You can contact 999 by text if you register in advance with the emergencySMS service — text "register" to **999** and follow the instructions, or see emergencysms.net.

5 · What to do in specific situations

Whatever the problem, the out-of-hours priority is the same: get people safe first, then limit the damage. Only life-or-death situations need the emergency services straight away; most other things are made safe now and repaired the next working day.

Fire

- **Raise the alarm and get everyone out.** Follow the building's fire strategy ("stay put" or "evacuate") — it is on the fire safety signs near the front door or on the noticeboard.
- **Call 999.** Do not use the lift. Do not stop to collect belongings.
- Once safe, report the incident to the managing agent.

Smell of gas or suspected carbon monoxide

- Open doors and windows and leave the property.
- Do not turn any electrical switches on or off, and do not use naked flames, matches or lighters.
- Call the National Gas Emergency Service on **0800 111 999** (free, 24 hours).
- If anyone feels dizzy, drowsy or unwell, call 999.

Water leak or flooding

- If water is coming into your flat or the communal areas, turn off the water at the stopcock if it is safe to do so.

- If water is near electrics, do not touch them — keep clear and, if needed, turn off power at the consumer unit only if safe.
- Contain what you can (towels, buckets) and move valuables clear.
- If the water is coming from the flat above, try to reach your neighbour straight away — knock on their door, and if there is no answer put a note under their door asking them to check and stop the leak. Turning off the water often has to be done at their stopcock.
- Call your water supplier's 24-hour line for mains issues; for a communal leak, call the managing agent's emergency mobiles so a contractor can be sent.

Loss of power

- Check whether it is just your flat or the whole building or street.
- For a wider power cut, call **105** — free and available 24 hours. You can also check ukpowernetworks.co.uk for reported outages in your area. If the whole street is affected, it is a network fault and will be restored by the network operator — not something the building or managing agent can fix.
- If it is only your flat, check your fuse board (consumer unit) to see whether something has tripped the power — follow the steps below.
- If communal systems (lighting, door entry, lifts) are affected, also notify the managing agent.

Tripped fuse board — how to find the faulty circuit

Your fuse board has one large **main switch** and a row of smaller switches — **miniature circuit breakers (MCBs)**, one per circuit. In most cases a single faulty appliance — usually a kettle, washing machine, tumble dryer or iron — has tripped the whole board. The other circuits are normally fine, and they will run properly once the circuit with the faulty appliance is switched off. To find which circuit it is:

- **1.** Turn everything off — every MCB down.
- **2.** Turn the main switch on.
- **3.** Turn the MCBs back on one by one. When the main switch trips and cuts everything off again, the last MCB you turned on is the faulty circuit.
- **4.** Redo steps 1 and 2, then turn every MCB back on **except that one**. The rest of the flat will now have power.
- **5.** Leave the faulty circuit off and call an electrician the next working day — or find the appliance on that circuit: unplug everything on it (kettle, washing machine, dryer and iron are the usual culprits) and try the MCB again. If it now holds, the appliance you unplugged is the fault — leave it unplugged.

Loss of communal heating or hot water

- In cold weather this can feel urgent, but a communal boiler or plant fault will most often need a replacement part — and parts usually cannot be sourced until suppliers open the next morning, so an overnight fix is rarely possible.

- Report it to the managing agent so an engineer and any parts can be arranged as a priority during working hours. If vulnerable residents are affected, please flag this when you call.
- In the meantime, use warm layers and, if you have them, safe portable heaters — never use hobs, ovens or barbecues to heat a room, as this risks fire and carbon monoxide.

Roof leak during a storm

- During high winds or a storm, a roofer cannot safely go up onto the roof — working at height in those conditions is dangerous, so the roof itself will not be repaired until the weather has passed and it is safe.
- The priority overnight is therefore to minimise damage inside, not to fix the roof. Move furniture, electricals and valuables clear of the water, lift or roll back carpets, and catch the water in buckets or bins.
- If water is coming near light fittings or electrics, keep clear and, if safe, turn off the power to that area at the consumer unit.
- Report it to the managing agent so a roofer can be booked to attend and make the roof safe as soon as conditions allow.

Break-in or insecure building

- If a crime is in progress or anyone is in danger, call 999. Otherwise report to the police on 101.
- After a break-in, report it to the managing agent through the app. Any communal door, gate or window left unsecured will be attended to the next morning.
- If there is an immediate, serious security risk to residents overnight, call the managing agent's emergency mobiles as well.

Person trapped in a lift

- Use the alarm button or emergency phone inside the lift car — this connects to the lift company's 24-hour line. If there is no response, call 999.
- Reassure the person; the car is designed to be safe and will not fall.
- If the trapped person is unwell or vulnerable, call 999.

6 · When to contact the managing agent out of hours

The out-of-hours line is for genuine emergencies affecting the communal parts of the building or the structure that cannot wait until the next working day — for example a major communal water leak, a total loss of communal power or heating, a serious security failure, a lift entrapment, or structural danger.

Please do not use the emergency line for routine repairs, noise complaints, parking, or issues inside your own flat. These should be reported through the app, or by email or phone during office hours, and will be

dealt with in the normal way.

MANAGING AGENT CONTACT	DETAILS
Managing agent	Stewart Tan — Gena Property Management
Office hours	9am to 5pm, Monday to Friday
Emergency mobiles	07707 304668 · 07702 047518 · 07789 435535 (call any of these)
Email	info@genapm.com

7 · Gena Go — the easiest way to report a fault

Gena Go is our native mobile app for iPhone and Android, designed for easy reporting of faults. A report made in the app notifies the whole Gena team at once — not one person's voicemail — so it is picked up quickly, and you can attach photos and follow what happens next. It is the best way to report anything that is not a life-safety emergency: communal repairs, the "not an emergency" items in Section 2, and follow-up reports after an out-of-hours incident.

Gena Go — your block, in your pocket

Report problems, request information, receive block alerts and make bookings. Scan to download.

IOS ANDROID

- **Download.** Scan the QR code for your phone above, or search "Gena Go" in the App Store (iPhone) or Google Play (Android).
- **Sign in.** Register with the email address your managing agent holds for you, and you will be linked to your building.
- **Report.** Describe the fault, add a photo if you can, and send — the whole Gena team is notified and the report is logged against your building.
- Any trouble getting set up? Email **info@genapm.com** and we will help.

8 · Your responsibilities vs. the managing agent's

As a general guide, the managing agent is responsible for the communal and structural parts of the building, and you are responsible for everything inside your own flat (your "demise"). Your *lease* is the final word — if in doubt, check it.

Please note the difference between two kinds of agent. The **managing agent** (that is us) looks after the communal and structural parts of the building only. A **lettings agent** looks after an individual flat on behalf of a landlord — repairs and emergencies inside a rented flat are for the tenant to report to their landlord or that landlord's lettings agent, not to the managing agent.

USUALLY THE MANAGING AGENT (COMMUNAL / STRUCTURAL)	USUALLY YOU THE LEASEHOLDER — OR YOUR LANDLORD / LETTINGS AGENT IF YOU RENT
Roof, structure and external walls	Plumbing and appliances inside your flat
Communal hallways, stairs and lighting	Your own electrics beyond the meter
Lifts and communal door entry systems	Internal decoration and fixtures
Communal water tanks and risers	Your contents and personal belongings
Building fabric and shared services	Anything your lease makes your responsibility

What your managing agent will do out of hours

When you report a genuine communal emergency, the managing agent's role is to make the building safe and get the right people to it — not usually to carry out the repair personally. You can expect the managing agent to:

- Respond to genuine out-of-hours communal emergencies via the emergency mobiles listed in this document.
- Assess the situation and take steps to make the building and residents safe (for example isolating water, power or a lift).
- Instruct and coordinate the appropriate emergency contractor, and authorise emergency works where needed.
- Keep affected residents informed of what is happening and what to expect.
- Log the incident and follow it up during working hours, arranging any permanent repair and parts.
- Liaise with the freeholder, buildings insurer and other agents where communal damage or a claim is involved.

The managing agent is not responsible for repairs inside your flat, for your contents, or for arranging or paying for trades to attend your private property — those remain your responsibility (or, if you rent, your landlord's or their lettings agent's). Non-emergency matters are dealt with in working hours, not through the emergency line.

> PROTECT YOURSELF
>
> We strongly recommend all residents hold home *contents* insurance and, if possible, a home emergency policy covering plumbing, drainage and electrics inside the flat.

9 · Emergency contractors — arranged by the managing agent

For genuine communal emergencies, residents can use the approved emergency contractors below — they are the ones the managing agent uses, and they know our buildings. Please also report the issue through the **Gena Go app** (Section 7): an app report notifies the whole Gena team at once, not just one person, so the work can be authorised on the building's account and followed up without anything being missed.

TRADE	CONTACT
Locksmith	Jim — 07734 777306
Electrician	Lawrence — 07853 806033 · Simon — 07711 125760
Access control / fire alarm	Qemal — 07484 720342
Heating engineer / plumber	Ernest — 07873 690692
Drainage	APSL — 07506 581694
Handyman	Hamid — 07436 251546
Builder	Hive Maintenance Ltd — 07469 720035
Roofer (daylight hours only)	All London Roofing — 07903 109778

A roofer can only attend safely in daylight and in suitable weather — see the roof-leak guidance in Section 5. For anything not covered above, call the managing agent, who will arrange the right contractor. If the emergency is inside your own flat, arrange your own contractor or use your home emergency cover, as these repairs are your responsibility.

> A WORD OF CAUTION ON OUT-OF-HOURS CALL-OUTS
>
> Unless it is a genuine emergency that cannot wait, avoid calling a tradesperson yourself late at night or over the weekend. You may be charged a large call-out fee simply for someone to attend — often at double or triple the normal rate — and in many cases they still cannot fix the problem, because they will not have the right parts until suppliers open the next day. Where the issue is not urgent, it is almost always cheaper and better to wait and arrange a proper repair during working hours.

10 · Quick-reference contact card

Keep these numbers somewhere handy — by the door or saved in your phone.

SERVICE	NUMBER
Fire / ambulance / police (emergency)	999 or 112
Gas leak / carbon monoxide	0800 111 999
Power cut	105
Non-emergency police	101
NHS urgent (non-emergency)	111
Thames Water 24hr / Castle Water (account)	0800 316 9800 / 01250 718700
Managing agent emergency mobiles (call any)	07707 304668 · 07702 047518 · 07789 435535
Managing agent email	info@genapm.com
Lift entrapment	Alarm in the lift car, then 999

This document is guidance for residents and does not override the terms of your lease or the instructions of the emergency services. Report all out-of-hours incidents to the managing agent afterwards so they can be logged and followed up. Remember: out of hours, call 999 for anything that threatens life or safety — otherwise make it safe, limit the damage, and it will be put right in the morning.