

The cases and responses below are for **out-of-hours emergencies only**. If it is not considered an out-of-hours emergency, PET may charge you £35 per hour.

Less urgent maintenance – e.g. leaking tap broken window – should be dealt with during business hours (9am - 5pm Monday to Friday). **Always try contacting the Housing Manager first before external contractors, but not before 999 emergency services if required.**

Email housing.manager@parkecovillagetrust.co.uk

PET Housing Manager Mobile / WhatsApp  **07742 915869**

Case	Response	Contact
Fire	1. Try to control the fire 2. If this is not possible, isolate the space by closing the door to the space 3. Leave the building and tell your neighbours. 4. Call 999	Emergency Services 999
Water leak resulting in flooding	1. Establish the source of the leak and isolate the water supply upstream of the affected area. In most properties this is the mains water isolation point in the service cupboard. If the hot water cylinder is leaking it is unlikely you will be able to isolate it. 2. If you are unable to stop the leak, call the Housing Manager then the plumber if no answer. 3. Contact the PET emergency maintenance number during business hours to tell us about the leak	PET Housing Manager then, if no reply Simpson Plumbers 01343 542033
Electrical fault	1. Inspect the consumer unit to see if a circuit breaker or safety switch has tripped 2. If the safe switch has tripped then switch it back on 3. If the switch trips again, identify recently used appliances and unplug them from the wall and try again 4. If the switch still trips, call the PET emergency maintenance number during business hours to tell us about the fault. 5. You may need to call an electrician, in which case the electrician is Alain Barrere	PET Housing Manager then, if no reply Alain Barrere 07881 805099
Heating fault	1. Look at the heating controller and write down any fault messages on the screen 2. If the controller is blank check the electrical consumer unit for a tripped switch (this could be the main consumer unit or heating sub-board). 3. If the controller has a fault message then try to switch the system off and then turn it back on. 4. If a circuit breaker or circuit breaker or safety switch has tripped then try to switch it back on. 5. If nothing works then use an alternative heater and wait until business hours to contact PET on the emergency maintenance number. It may also help to contact Daikin for further assistance.	PET Housing Manager then, if no reply Daikin 0845 641 93 30
Fire Alarm Fault	1. If the fire alarm keeps going off due to a fault, double check for fire risks 2. If no fire risks are found, switch off the circuit breaker at the consumer unit and contact PET at the next opportunity during business hours.	PET Housing Manager
Ventilation System Failure	1. If the ventilation system stops working then isolate at the circuit breaker switch and contact PET at the next opportunity during business hours	PET Housing Manager