SENTINEL
LETTINGS

Emergency and emergency maintenance

Immediate danger: call 999.

Gas or suspected carbon monoxide: call 0800 111 999 from a safe place outside.

Contact the appropriate emergency service first, then notify us once safe.

Agency emergency line: 0121 468 3100

For an emergency property issue that cannot safely wait, call us.

Report routine maintenance through COHO as soon as you notice it, including at weekends. COHO is not a substitute for an emergency call; routine reports are reviewed during office hours.

Please contact us before arranging a contractor wherever possible. If you cannot reach us and immediate action is needed to prevent serious harm or damage, prioritise safety, keep a record of your attempts to contact us and retain receipts. Responsibility for costs and any reimbursement depend on the circumstances, tenancy agreement and applicable law.

Situation	Priority	Who to contact	What to do
Fire or immediate danger to life	Immediate emergency	Call 999 first; notify Sentinel once safe.	Follow your building's fire action notice and evacuation procedure. If you cannot escape safely, tell the operator. Do not re-enter until emergency services confirm it is safe.
Smell gas / suspected gas leak	Immediate emergency	National Gas Emergency Service: 0800 111 999. Notify Sentinel once safe.	Leave and call from a safe place outside. Do not use electrical switches, smoke or use naked flames. Ventilate or turn off gas only if safe; never enter a cellar/basement to reach the meter. Do not re-enter until advised safe.

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Situation	Priority	Who to contact	What to do
CO alarm / suspected carbon monoxide	Immediate emergency	0800 111 999 from outside. Medical help: 999 for serious symptoms; otherwise NHS 111.	Leave immediately. Carbon monoxide has no smell. Seek medical advice for suspected exposure; call 999 for serious symptoms such as breathing difficulty, sudden confusion or collapse. Do not re-enter until advised safe. Notify Sentinel once safe.
Power cut / electrical fault	emergency if unsafe or essential supply cannot safely wait	Wider power cut: 105. Property fault: 0121 468 3100 if emergency; otherwise COHO.	Keep clear of sparking, burning smells, exposed wiring or water near electrics. Call 999 for fire or immediate danger. Check the network's outage information. Only check trip switches if safe; do not touch wet/damaged equipment, attempt repairs or repeatedly reset a tripping circuit.
No heating	emergency if it cannot safely wait	Call 0121 468 3100 if emergency; otherwise COHO.	Consider cold conditions, available alternatives and residents' health/support needs, including young children or older people. Safely check thermostat settings and boiler display only. Never remove covers or attempt gas/electrical repairs. A photo of the display/pressure gauge may help but must not delay an emergency call.
No hot water	Emergency if it cannot safely wait	Call 0121 468 3100 if emergency; otherwise COHO.	Consider residents' health/support needs and safe alternatives. Check accessible controls/display only if safe. Do not remove boiler covers or attempt repairs. Report promptly, even if it is not an emergency.

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No water supply	Emergency if essential water needs cannot safely be met	Check your water supplier; call 0121 468 3100 if emergency. Report on COHO.	Check the supplier's incident information. Check the stop tap only if you know its location and it is safely accessible. Tell us about health/support needs or lack of safe alternatives. Do not enter unsafe areas to investigate.
Plumbing leak / flooding	Emergency if uncontrolled, unsafe or risking serious damage	Call 0121 468 3100 if emergency; otherwise COHO.	Turn off water only if the stop tap is known and safely accessible. Keep clear of water near electrics and bulging ceilings. Do not wait for serious damage to occur or investigate unsafe areas. Call 999 for immediate danger to life.
Toilet flush problem	Usually routine; emergency if no usable toilet or health risk	Call 0121 468 3100 if emergency; otherwise COHO.	Tell us if this is the only usable toilet, if sewage is backing up, or if there is overflow or damage. Do not keep flushing if water rises.
Blocked toilet	Emergency if overflowing, sewage backing up or no usable toilet	Call 0121 468 3100 if emergency; otherwise COHO.	If another toilet is usable and there is no overflow or health risk, report through COHO. Stop flushing an overflowing toilet and keep clear of sewage.
Blocked sink	Usually routine; emergency if overflow or serious damage risk	Call 0121 468 3100 if emergency; otherwise COHO.	Stop using the affected sink. Report through COHO if contained. Call if it cannot safely wait. Do not mix drain chemicals or attempt unsafe repairs.
Locks / keys	Emergency if home cannot be secured or safe exit is prevented	Call 0121 468 3100 if emergency; otherwise COHO.	Call 999 for immediate danger or a crime in progress. Explain whether it is a faulty lock, lost key or lockout. Charges are not automatic: any lawful charge depends on the cause, tenancy terms and reasonable evidenced costs.

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Situation	Priority	Who to contact	What to do
No internet	Normally routine	Report through COHO.	Restart the router only if safely accessible and check the provider's outage information. Tell us if loss of service creates an immediate health/support risk; call the emergency line if it cannot safely wait.
Missed bin collection	Normally routine	Report to the council and through COHO.	Check the council's collection information. Tell us about any immediate safety issue, such as blocked escape routes; do not move hazardous waste yourself.

Contact Us

Report routine maintenance and tenancy queries through COHO:
https://coho.life/app/login?redirect_to=/my-home

Emergency line: 0121 468 3100

Office hours: Monday–Friday 9am–5pm; Saturday 9am–2pm; Sunday closed.

Tenant Hub: https://sentinellettings.co.uk/tenant-hub

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