



TU NGUYEN
MANAGEMENT

What to do in an emergency?

If you are unable to contact us and you have an emergency in the property or room that you rent, please follow the guide below to establish the best course of action and who to contact.

If you decide to call out a contractor without speaking to Maintenance or the Property Manager, please ensure that it is a genuine emergency – when a repair is not justified, you will be liable for all costs.

Situation	Is it an emergency?	Who do I contact?	Comments
No heating	Depends on the time of year and vulnerabilities	Report on CoHo If emergency, contact Maintenance or Property Manager	Check thermostat Check boiler is working Upload picture of boiler pressure gauge to CoHo to speed up repair
No hot water	Depends on time of year and vulnerabilities	Report on CoHo If emergency, contact Maintenance or Property Manager	Check boiler is working Upload picture of boiler pressure gauge to CoHo to speed up repair

No internet	No	Report on CoHo	<p>Reset Wifi router if accessible</p> <p>Check internet provider website to see if local outage/ maintenance taking place</p>
No power supply	Yes, if total loss of power	Maintenance or Property Manager	<p>Check with UK Power Networks or National Grid to see if the outage affects other properties.</p> <p>Check the fuseboard switch to see if it has tripped.</p> <p>Report on CoHo</p>
No bin collection	No	Report to Council & Report on CoHo	
Gas leak	Yes	National Grid & Maintenance or Property Manager	<p>Leave the property-Full evacuation this is an emergency situation.</p> <p>Report to National Gas Emergency Line 0800 111 999</p>

Carbon Monoxide Alert	Yes	Maintenance or Property Manager	<p>Leave property- Full evacuation this is an emergency situation.</p> <p>Report to National Gas Emergency Line 0800 111 999</p> <p>Report on CoHo</p>
Fire	Yes	999 & Maintenance or Property Manager	<p>Sound the fire alarm</p> <p>Evacuate</p>
No water supply	Yes, if no running water at all	Maintenance or Property Manager	<p>Check stop cock</p> <p>Check for leaks</p> <p>Check with neighbours</p> <p>Check with Water Supplier</p>
Plumbing leaks	Yes, if it cannot be contained and causing damage	Maintenance or Property Manager	<p>Turn off water supply</p> <p>Check that the leak is not coming from a neighbour</p>
Toilet flush issues	No	Report on CoHo	Responsibility for cost depends on cause
Blocked toilet	Yes	Maintenance or Property Manager	Responsibility for cost depends on cause

Blocked sinks	No	Report on CoHo	Responsibility for cost depends on cause
Locks	Yes, if property cannot be secured	Report on CoHo If emergency, contact Maintenance or Property Manager	Responsibility for cost depends on cause. Tenants liable for loss of keys / keys locked inside property etc

Contact Us

The best way to message us or report maintenance issues is via the [CoHo platform](#).

Out of Hours Emergency Only: 0121 468 3100

