
 **Tenant Emergency Checklist**

Please keep this document somewhere easy to find

In an emergency – always put safety first











 **FIRE OR IMMEDIATE DANGER**

 **Call 999 immediately**

 **SMELL OF GAS – EMERGENCY**

 **Gas Emergency Number (24 hours): 0800 111 999**

What to do immediately:









-  Open all doors and windows to ventilate the property
-  Do **not** switch lights or electrical appliances on or off
-  Do **not** use naked flames, matches, or lighters
-  Check if any gas appliances or pilot lights are on but not lit
-  Do **not** try to relight appliances if unsure or if there has been a gas smell
-  Turn off the gas supply at the meter (if safe to do so)
-  If you believe there is still a leak, **leave the property immediately**
-  Call the **Gas Emergency Number from outside**
-  In flats/apartments, only turn off gas to your own property (if possible)
-  Warn nearby neighbours as you leave — **only if safe**

 **Do not re-enter the property until it has been declared safe**

WATER LEAK / BURST PIPE

 **Severn Trent Water (24-hour emergency): 0800 783 4444**






What to do immediately:

-  Turn off the main water stopcock
 -  Contain the leak with towels or buckets (if safe)
 -  Turn off electricity at the fuse box **if water is near sockets or electrics**
 -  Turn off the water supply to your property (if accessible)
 -  Open taps to drain excess water from the system
 -  Do **not** interfere with communal stopcocks unless instructed
 -  Call **Severn Trent Water** for major external issues (e.g. burst mains in the street)
 -  Report the issue to **Brook Hudson (Letting Agent)** as soon as possible
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NO ELECTRICITY / POWER CUT

 **National Power Cut Helpline (24 hours): 105**




What to do first:

-  Check your fuse box / consumer unit for a tripped switch
-  Check if neighbours are also affected
-  Check updates from your electricity supplier
-  If the wider area is affected, call **105**
-  If only your property is affected, contact **Brook Hudson on 01789 224 890**

Important:

- Hot water systems may not work during a power cut
- Do **not** reset boilers or heaters
- Do **not** use washing machines, dishwashers or electric showers
- Turn appliances off at the wall to avoid power surges when supply returns

IMPORTANT REMINDERS

-  Report all emergencies to **Brook Hudson** as soon as it is safe
-  Do **not** attempt repairs unless qualified and instructed
-  Locations of **stopcock, gas meter, and electricity meter** are detailed in your inventory