



Emergency Guidance for Tenants



Bristol SU Lettings

We understand that issues can arise at any time, so here's a quick guide to help you determine what constitutes an emergency and how to seek help, especially if our office is closed.

What is an Emergency?

Emergencies are situations that pose an immediate threat to health or safety. Examples include:

- Exposed or sparking live electrical wiring.
- A strong burning electrical smell or visible smoke from appliances or wiring.
- Burst pipes or serious, continuous water leaks.
- Extensive structural damage to the property.
- A blocked WC that is overflowing and cannot be used.

If you experience an emergency when the office is closed, tenants living in our managed properties should contact BSPM on 0117 941 1244. Please note, if we do not manage your property, you'll need to contact your landlord directly using the contact details in your tenancy agreement.

For non-emergency repairs, we kindly ask that you log your request via the "Request Maintenance" button on our website, and we'll be in touch during the next working day.

Lockouts Outside Office Hours

If you lock yourself out when our office is closed, we may be able to help if:

- We manage your property.
- Spare keys are available.
- A team member is available to attend.

If these conditions are met, there is a £50 fee for the service. Please take steps to avoid locking yourself out to save time and expense. If no one from our team is available, you'll need to either contact a locksmith at your own expense or arrange alternative accommodation until the office reopens.

When to Contact Us

Our emergency contact service is available on Saturdays, Sundays, Bank Holidays, and University Closure Days when the office is closed for more than 24 hours.

For urgent but non-emergency issues (e.g., a serious roof leak or a white goods failure), please log your request on "Request Maintenance" button and we'll be in touch when the office is open.

Non-Emergency Situations

Some issues are inconvenient but not emergencies. These include:

- Being locked out or losing your key.
- Power cuts or electricity outages.
- No hot water or heating during warmer months.
- A blocked sink or broken oven.
- Roof leaks during storms or heavy rain.

For such matters, we recommend taking temporary measures (e.g., turning off the water supply or isolating the issue) and contacting us during working hours.

Important Notes:

- If you call out a plumber, electrician, or locksmith, you'll be responsible for the cost unless it is deemed an actual emergency outside your control.
- If the issue results from tenant misuse, neglect, or damage, you'll be liable for the cost of any necessary repairs.

For emergencies requiring police, fire, or medical assistance, call 999 immediately. Then, inform us the next working day.

We're here to support you, so please don't hesitate to reach out for genuine emergencies