



The following describes the response criteria applicable to the Emergency Service referred to:

1. Determination of Emergency

A sudden and unforeseen incident immediately creating a risk to the health of the occupant(s) and/or damage to the property rendering it uninhabitable, insecure or dangerous.

2. Drainage and Plumbing

Problems will be deemed an Emergency when:

- a. The toilet is the only toilet in the property and cannot be flushed manually using a bucket of water;
- b. The toilet is leaking even when not in use and the leak is gushing and non-containable;
- c. The bath, shower, basin or pipe-work is leaking even when not in use and the leak is gushing and non-containable;
- d. External drain(s) is blocked and backing-up (if it is deemed that the cause of the blockage was due to inappropriate use by the Occupant – the Occupant may be liable to be charged for the call-out costs).

3. Heating and Boilers

Problems will be deemed an Emergency when:

- a. The Boiler fails to operate between 1st October and 31st March;
- b. If the Boiler is older than 12 months and has not been serviced the call will not be deemed an Emergency (the Occupant is responsible for maintaining Boiler service intervals);
- c. If the Occupant still has hot water and heating this will not be deemed an Emergency;
- d. If there the possibility of a gas leak the Occupant will be advised to leave the Property and TRANSCO will be called immediately;
- e. If there is the possibility of an airlock in the radiators the Occupant will be advised that should an engineer be deployed they will be covered in the event that the airlock is due to a faulty radiator valve, otherwise if the radiators merely needed bleeding, the Occupant may be charged for the call out costs.

4. Electrical

Problems will be deemed an Emergency when:

- a. There is no electrical supply and the consumer unit RCD switch fails to restore the supply;
- b. If there is no supply to the immediate neighbourhood this will not be deemed an Emergency as it would appear to be a utility company problem.

5. Security

Problems will be deemed to be an Emergency when:

- a. An exterior door is damaged compromising the security of the Property;
- b. A double glazed unit is damaged compromising the security of the Property;
- c. The interconnecting door between an integral garage and the Property and the Garage door itself are damaged compromising the security of the Property;
- d. A door or double glazed unit in a detached garage or outbuilding is damaged is not deemed to be an Emergency;
- e. Damage to an interior door that does not compromise the security of the Property is not deemed to be an Emergency.

Any call made utilising this service that is not covered by the above may result in a charge.