



Out of Hours Services

For Leaseholders

Info Sheet for Pace Leaseholders on Repairs and Out of Hours Service

Updated: March 2024

If you live in a block managed by Pace (where we collect the service charge), this information sheet is for you. If you live in a property where Pace collects the rent on behalf of your landlord, then you need to read our other Out of Hours guide for Tenants available on our website, which can be found here: <https://www.pace-properties.com/document-library/>

As we manage the block, we only manage the communal parts – inside and out, such as the grounds, the roof, entrance doors, corridors and so on. We can also help with problems between flats to some degree, i.e. if you have a leak from the flat above.

Our current opening hours are:

- Monday to Thursday 8am to 7pm
- Saturday 9am to 4.30pm
- Friday 8am to 6pm
- We are closed Sundays and Bank Holidays.

During office hours

If you have an urgent repair to the communal area of your property to report during office hours, please call your property manager whose details will have been provided to you previously. If they are not available, please telephone the main office number on 01702 445 600. If your concern is not urgent then either email your property manager directly or send a message to the group email address which is bm@pace-properties.com.

Please be aware that we have a 10mb limit on messages received. This is because we receive numerous photos, so please either resize any images you want to send us or don't send too many.

Out of hours

If you have an urgent repair and the office is closed, please check our website for the current contractors who you can reach out of hours.

<https://www.pace-properties.com/support-for-tenants-leaseholders-and-residents/>

If you cannot access the internet, you can also call 01702 445 600 and listen to the message which will give you the key information you require. (The message only plays when the office

is closed).

Please find below our current list of recommended contractors (at the time of writing) but there may be sudden changes if contractors are unwell, etc. You should check the current list on the recorded message or website if you can.

Please bear in mind that the contractors will ask you questions about the problem before they come out. Please answer them fully, honestly and respectfully. You can see below what counts as an emergency and our timescales for responding and action. If you have vulnerable people in the property or other safety concerns not covered here, please explain the details to the contractor. Contractors charge higher rates to work out of hours and these costs will be paid by the block's service charge, which you contribute to. Please also consider that if parts are required that are not stocked by the contractors, they can't be sourced until the shops open (although of course our contractors carry some standard parts).

In the unlikely event that you cannot reach any of our contractors within an hour, or they do not respond within 20 minutes in a true emergency, then you can contact your own contractor.

Recommended Contractors list

Below is the current contractors list (correct at the time of writing) but there may be sudden changes if contractors are unwell, etc. You should check the current list on the recorded telephone message by calling 01702 445 600 when we are closed, Or, view the Out of Hours information on our website (www.pace-properties.com – follow the link from the home page).

- Gas leak National Grid 0800 111 999
- Gas/Plumbing/Water - Total Plumbing 07931 791 326
- Everything except locks - SMH 01702 910 150
- Electrician - Symeon Electrical 07738565913
- Locks and making safe a property - The Lockfather 08000 113 933
- Threats to life/theft/antisocial behaviour - call the police on 999 or 111 if it is not an emergency.
- If there is a fire call 999 and ask for the fire brigade
- Sewage leak, major flood, burst pipes - phone 03457 145 145
- Out of hours cleaners - joe@comcleanuk.com 07743 597985 / 01702 410667.

There is overlap. If the first contractor doesn't answer, give them a few minutes to come back to you, then try someone else.

Do please check the relevant section below for which steps you should take in different situations.

Below are instructions to follow for common problems. However, if you think something is dangerous and you need to know what to do then you are welcome to phone our out of hours service and we will try and help you (although if it's a police matter or fire, you should of course be dialling 999 first).

What to do when:

Police and emergency services matters

If you have been burgled, items stolen from your car, there is an antisocial behaviour problem that is disturbing you, you have witnessed violence, drug dealing and so on. These are not matters that we can help with but are police matters.

- A threat to life by another person, injury or a need for immediate police action call 999.
- You can report non-emergency matters to the police online here

<https://www.essex.police.uk/police-forces/essex-police/areas/essex-police/au/about-us/help-us-help-you/>

- Police non-emergency number telephone number 101
- You can report various matters direct to Southend council here too:
 - <https://www.southend.gov.uk/reportit>

You should still let us know about antisocial behaviour during working hours and we will advise you on that separately. But we cannot send contractors out to deal with it as it happens. This is something the police are supposed to do for all residents be they owner occupiers or tenants.

If your smoke alarm is sounding

- Check for smoke or a fire. If you find one, call the fire brigade on 999 and follow their instructions.
- If they tell you to leave the property, close the door behind you and all internal doors (this is very important to keep the fire isolated from other flats).
- There should be a notice in the communal areas also telling you what to do in case of a fire; you should familiarise yourself with this in advance.
- If there is definitely no fire the alarm will stop of its own accord, or some models have a button you can press to stop and reset the alarm.
- If you are sure there is no fire but it is still sounding, contact the out of hours service.

If you smell gas or your Carbon Monoxide Alarm is sounding

Gas is very dangerous and if you smell gas, you should act fast. It is flammable, can explode and it can also poison you if inhaled.

- Turn off the gas supply at the meter or stopcock.
- Open doors and windows.
- Telephone National Grid on 0800 111 999. They usually arrive very quickly and will make the area safe. It may be the mains, your neighbour's appliances or pipes that are leaking. They will make it safe and tell you what to do. Please also contact our out of hours service.
- Avoid the use of any naked flames or electrical switches.
- Consider waiting outside.
- Do not smoke.
- Tell your immediate neighbours.

Here is some further advice from National Grid.

<https://www.nationalgrid.com/gas-transmission/safety-and-emergencies/emergencies-and-safety-advice>

If you have no electricity

- If only your flat is affected, you should make your own arrangements.
- If neighbouring properties (i.e. other blocks or houses you can see from the window will be a network problem. Wait a while and see if it resolves, if not, check with your supplier.
- If there is still no electricity in the communal areas or grounds of your block only, then please call Symeon Electrical (07738 565 913) or SMH Property Services (07984 572770).
- Please note that if your TV, satellite or internet are not working this is not something we can deal with out of hours.

No heating / hot water

- If the heating is from your own flat, we cannot usually help you and you should phone your own plumber at your own cost.
 - If the heating is communally supplied and has stopped working this is not usually an emergency and will usually be dealt with promptly once the office opens.

Communal boilers need parts that we are not able to have in stock.

- If you have vulnerable people in the property and the weather is cold, and you cannot wait for true health and safety reasons for the office to open in the normal way, then please contact the out of hours service. They will ask questions to understand the situation and see if they can help. Please bear in mind if the boiler requires new parts, they cannot be obtained while parts suppliers shops are closed. A vulnerable person may be an unwell or elderly person for example.
- If there are no vulnerable people and / or the weather is warm, and the office will be open again in under 48 hours, you should report the problem when the office is open. You may also ring the out of hours contact at a reasonable time and they can book you in for an early appointment during working hours.

No Water

If there is no water coming out of your taps;

- Check you haven't turned off the stopcock by mistake.
- Check with your neighbours if they are also affected. If they are, it's a communal problem and you should phone Essex and Suffolk water on 0345 782 0999.
- Please call our out of hours service for further help.

Sewage Leaks

If you are affected by sewage flooding from another property, call 03457 145 145. More information can be found here: <https://www.anglianwater.co.uk/services/sewers-and-drains/>
If it's from your own property, please call our out of hours service.

Other types of problems that are not emergencies

The following are not emergencies and should be dealt with during office hours

- If your building intercom is not working
- If you have fence panels down in communal outdoor areas
- If your refuse /recycling area needs attention to mend storage facilities
- If you have lighting that is not working properly communal areas
- If you have any broken fixtures or fittings in communal areas

Leak from flat above

- First put a bucket or similar to catch the water or lay down towels. This helps prevent damage.

- Please then knock on the door where the water appears to be coming from and ask them to check for leaks before you call us. If it's a running tap from upstairs or the shower started leaking, the quickest way to stop it is to ask the occupant. If you live in a multistorey block of flats, it may be coming from any flat above or nearby. If it is serious and people aren't answering the doors, please call us.
- If you manage to resolve the situation by asking the neighbour to turn off the tap etc, then we do not need to be notified until the next working day. If the leak was coming from another flat, it will be the owner of that flat who needs to take action and they will need to be contacted during office hours.
- If you cannot get the leak stopped and it is serious (more than a drip) please call Total Property Services on 07931 791326.
- If the leak is affecting the electrics – coming through a light fitting, near the fuse board or you have flickering lights or hear buzzing – then please call Total Property Services on 07931 791326.

Leak from your flat

- Please turn off your water at the stopcock. These are in different locations in every property and if you need help locating yours then please let us know. Please check that you know where it is and how to use it.
- If the shower is leaking, for instance, you should stop using it. Check for taps that are not turned off.
- If your washing machine or other personal appliance is leaking this is your responsibility and you should stop using it and call a repair firm yourself in normal working hours.
- There may also be a stopcock in the communal area of the property or under the front path if you cannot find the one in your property.
- If you cannot stop the leak and it's from your own appliance or pipes you should call your own plumber. If you think it's to do with the communal pipework, then please call the office in hours or Total Property Services on 07931 791326 out of hours. Please be aware that if they attend and it was not a block issue, you will be liable for their costs.

Roof Leaks

- If it is raining and the leak seems to be coming from above, there may be very little we can do until it stops raining. Roof repair contractors cannot climb on roofs in the wet/dark due to Health and Safety regulations. However, if it is very serious, please call SMH Property Services on 07984 572770 and they will discuss what can be done with you, or plan to come out first thing in the morning.
- Please put buckets or towels out to catch the water.
- If there is a flat above you, check for a leak from their property as described in the

“Leaks from the flat above” section.

- If the leak is affecting the electrics – coming through a light fitting, near the fuse board or you have flickering lights or hear buzzing – please call SMH Property Services on 07984 572770.

Other types of electrical problems

If you have a burglar alarm that you have installed, you will need to make your own repair arrangements.

Break-ins

If your property is broken into, we recommend you contact The Lock Father, 08000 113 933. They offer a 24h service and are an approved contractor.

If you live in a block of flats and need to report a broken door and the property is insecure at night, please also phone The Lock Father.

For any other emergencies, please follow up with an email to pm@pace-properties.com and if you don't hear from us first thing in the morning, call us as soon as you can, in order to speak to your property manager.

If you have any queries and want to be prepared, please contact us and speak to your property manager during the working day.

If there is antisocial behaviour, theft or violence in the local area, you should telephone the police.

Locked out

If you have locked yourself out because you have lost your key to your own flat, you should call a locksmith at your own expense. The Lockfather operate a 24-hour service but you will need to pay them when they get there 08000 113933 <https://thelockfather.co.uk/contact/>

If you cannot get through the communal door because you have lost a key or its broken please try a neighbour first. If not, please also call The Lockfather.

Broken window

If you or someone you know has broken a window, you should arrange to mend it at your own expense. If it's due to violence outside or antisocial behaviour you should phone the police and get a crime reference number. If it's in the communal area, please let us know. If it's an

immediate health and safety risk In the communal area, please telephone The Lockfather.

Lifts

If there is a lift that has broken down with someone in it, there is a call button inside.
If the lift has stopped working entirely, please contact us during normal working hours and we will send out the relevant contractor.

For your reference: our details are

Company Name:

Pace Property Lettings and Management Ltd

Address:

Meridian Point, 461-463 Southchurch Road, Southend on Sea, SS1 2PH

Main switchboard number:

01702 445 600 (also call when we are closed for the out of hours instructions)

Emails:

info@pace-properties.com or bm@pace-properties.com