



# Out of Hours Services

## For Tenants

## Info Sheet for Pace Tenants on Repairs and Out of Hours Service

Updated On: 18<sup>th</sup> March 2025

If you live in a property where Pace collect the rent on behalf of your landlord, this information sheet is for you. If you live in a block managed by Pace (we collect the service charge) then you need the other guide available on our website from the home page.

### Our current opening hours are:

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

### During office hours

If you have an urgent repair in office hours then please phone your property manager whose details have been provided separately. If they are not available you can phone the main number on 01702 445 600. If it is not urgent then either email your property manager directly or the group email address of [pm@pace-properties.com](mailto:pm@pace-properties.com).

Please be aware that we have a 10mb limit on messages received as we get a lot of photos so please either resize any photos 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 then 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 phone 01702 445600 and listen to the message which will give you the key information. (The message only plays when the office is closed).

Below is the current list at the time of writing but there may be sudden changes if contractors are unwell, etc. So you should check the current list on the message or on the 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 dealing with it. If you have vulnerable people in the property or other safety concerns not covered here, please explain them to the contractor. Everyone wants to help people in difficult situations but your landlord is not obliged to pay the high out of hours rates if there is not a true emergency. Contractors charge higher rates to work out of hours. Please also consider that if parts are required, they can't be bought till 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 could contact your own contractor and ask for reimbursement. This should be a last resort though and you will need to provide evidence that you tried to reach us before your costs will be reimbursed.

## Who to Phone for What

Below is the current list at the time of writing but there may be sudden changes if contractors are unwell, etc. So you should check the current list on the phone message by calling 01702 445 600 when we are closed or on the website if you can ([www.pace-properties.com](http://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 - Brights Locksmiths - 01702 662894
- 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 - 03457 145 145

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

But please check the relevant section below for what steps you should take in different situations.

Below are some 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 out of hours service and we will try and help you (although if it's a police matter or fire you should be phoning 999 first of course).

## 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 or by injury or a need for immediate police action phone 999.
- You can report non-emergency matters to the police online here:  
<https://www.essex.police.uk/ro/report/ocr/af/how-to-report-a-crime/>
- 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 separately on that. 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 tenants or owner occupiers.

### If your smoke alarm is sounding

1. Check for smoke or a fire. If you find one, phone the fire brigade on 999 and follow their instructions.
2. 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).
3. 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.
4. If there is definitely no fire the alarm will stop of its own accord or some models have a button you can press.
5. 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, it can explode and it can also poison you if breathed in:

1. Turn the gas supply off at the meter or stop cock.
2. Open doors and windows.
3. Phone National Grid on 0800 111 999. They usually arrive very quickly and will make it safe. It may be the mains or 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.

4. Avoid the use of any naked flames or electrical switches.
5. Consider waiting outside.
6. Do not smoke.
7. Tell your immediate neighbours.

Here is some more advice from National Grid:

<https://www.nationalgas.com/emergency-contacts>

### If you have no electricity

1. Check that your pre-payment meter has not run out (if applicable). If it has you will need to top it up before an electrician can do anything.
2. Please check to see if your neighbours are also without power as it may not be just your flat. If the problem is with the network, wait a while and see if it resolves and otherwise check with your supplier.
3. Check your fuses/and trip switches. If your trip switch is tripping, unplug all appliances switch the trip switch back on. Then plug in one appliance at a time to see if there is something wrong with your electrical appliances before you call us.
4. Even if the landlord has supplied the appliance, it is unlikely that repairing it is something that can be dealt with out of hours.
5. If you still have no electricity, then please contact us as described in the out of hours service section above.

### No heating

1. This is not usually an emergency
2. Check that you have gas on the meter. If your prepayment gas meter has run out then call 0845 602 0236 for your nearest outlet.
3. Check that you have electricity (see earlier section).
4. 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 you questions to understand the situation and see if they can help. Please bear in mind if the boiler requires new parts, they can't be obtained while the shops are shut.
5. 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 it 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.
6. For clarity, a vulnerable person may be an unwell or elderly person for instance.

## No Water

If there is no water at all coming out of your taps:

1. Check you haven't turned the stopcock off by mistake.
2. 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.
3. Please phone our out of hours service for further help.

## No Hot Water

1. This is not usually an emergency.
2. Check that you have gas on the meter. If your prepayment gas meter has run out then call 0845 602 0236 for your nearest outlet.
3. Check that you have electricity (see earlier section).
4. If you have vulnerable people in the property, 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 you questions to understand the situation and see if they can help. Please bear in mind if the boiler requires new parts, they can't be obtained while the shops are shut.
5. Things you can do to work around the situation are heat water in the kettle and dilute it with cold water to have a wash with a flannel or do the washing up. We understand this is inconvenient but it is not an emergency in most situations, and will be dealt with in normal working hours.

## Blocked Toilet

1. If the toilet is leaking water or sewage, you should call the out of hours service immediately.
2. If you have more than one toilet in the property, this is not an emergency and you should contact us in the office hours.
3. If you may have blocked it yourself by putting wipes or unsuitable objects down it, you may be liable for the cost of clearing it. Please remember that most wipes are not flushable.
4. You should try plunging with a domestic plunger that can be bought in a supermarket.
5. If that doesn't work or you are unable to do that, please call our out of hours service.

## Sewage Leaks

If you are affected by sewage flooding from another property, call 03457 145 145. More info here: <https://www.anglianwater.co.uk/help-and-advice/>

If it's from your own property please call our hour of hours service.

## Other types of problems that are not emergencies

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

- Some of the taps not working
- Dripping taps
- Minor leaks that have stopped
- Blown down fence panels (please make your own arrangement to keep your pet inside until a contractor can get there in normal working hours. If there are concrete gravel posts you can often fit these back inside yourself).
- If your doorbell or intercom is not working

## Leak from flat above

1. First put down a bucket or similar to catch the water, or lay down towels. This helps prevent further damage.
2. Then please go and knock on the door where it 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.
3. If you manage to resolve it by asking the neighbour to turn the tap off etc, then we don't need to be notified till the next working day. If the leak was coming from another flat, it will be the owner of that flat that needs to deal with it and they will need to be contacted in office hours.
4. If you cannot get the leak stopped and it is serious (more than a drip) then please contact the out of hours service.
5. If the leak is affecting the electrics – coming through a light fitting, near the fuse board or you have flickering lights or hear buzzing – contact the out of hours service.

## Leaks from your flat

1. Please turn your water off at the stopcock. These are in different locations in every property and if you need help locating yours that please let us know. Please check that you know where it is and how to use it.
2. If the shower is leaking, for instance, you should stop using it. Check for taps that are not turned off.
3. 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.
4. 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.

5. If you cannot stop the leak, then please contact us as above.
6. If you do manage to stop the leak, there is no need to let us know until normal working hours.
7. If the leak is affecting the electrics – coming through a light fitting, near the fuse board or you have flickering lights or hear buzzing – contact the out of hours service.

### Roof Leaks

1. 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 people cannot climb on roofs in the dark and wet as they may fall off. However, if it is very serious, please call the out of hours service and they will discuss what can be done with you, or plan to come out first thing in the morning.
2. Please put buckets or towels out to catch the water.
3. If there is a flat above you, check for a leak from them as described in the “Leaks from the flat above” section.
4. If the leak is affecting the electrics – coming through a light fitting, near the fuse board or you have flickering lights or hear buzzing – contact the out of hours service.

### Other types of electrical problems

1. If your fridge, TV, cooker, washing machine is not working – this is not an emergency and you should notify us during office hours. If the landlord has not supplied the appliance, you will need to make your own arrangements.
2. If there are live wires from a socket, light switch, etc and this is not caused by you (for instance kicking or punching the socket/ dropping something on it), you should phone the out of hours service.
3. If you have damaged the electrics yourself – perhaps by letting the bath overrun – you would be liable for the costs of repairing the damage and the electrics. Our contractors will still help you but you will need to pay them.
4. If you have a burglar alarm that you’ve installed yourself, you will need to make your own arrangements for fixing it.

### Locked out

If you have locked yourself out because you have lost your key, you should call a locksmith **at your own expense.**

Brights Locksmiths operate a 24-hour service but you will need to pay them when they get there: 01702 662894 - <https://www.brights-locksmiths.co.uk>



If the lock has failed or the door has stuck and you can't get in or out then please phone Brights Locksmiths and tell them you are a Pace tenant and they will send someone; the landlord will pay the bill in due course. This has been agreed with Brights and the landlords in advance. If they ascertain that the lock was actually damaged by you or you have lost the key, you will need to settle their bill.

### Broken windows

If you have broken the window, or someone you know has, this is something you should fix **at your own expense** by calling Brights Locksmiths on 01702 662894. If it's due to violence outside or antisocial behaviour you should phone the police and get a crime reference number and then phone Brights Locksmiths on the number above.

### 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 phone number:**

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

**Emails:**

[info@pace-properties.com](mailto:info@pace-properties.com) or [pm@pace-properties.com](mailto:pm@pace-properties.com)