



**Live Collective**  
The Co-Sharing Specialists

**The Collective Emergency  
Steps Policy**



## What is an emergency?

1. Fire
2. Heating not working
3. Significant leak not dripping water
4. Significant water blockage
5. Electricity/electrical failure

## Help Line number – 07942 113360

1. If there is a fire, call 999 and when everyone is safe, report it to your landlord/letting agent.
2. If your heating is not working despite following the heating guide in your welcome booklets, then call our help line number.
3. If you have a significant water leak, then call our help line number. If you need to switch off the stop cock it is usually located downstairs, either, near the kitchen behind a removable panel or under the sink or in a hallway cupboard or bathroom.
4. We may ask you to call our Heating Engineer & Plumber Mike from MLG Plumbing his number is 07500 803 572. You will need our permission to do so. If we are on holiday it will be your responsibility to call the trade required and co-ordinate the work with him directly.
5. In the event the electricity fails, it is usually a tripped switch, review the common issues guide for more details. If, after following the common issue guide you still cannot resolve your electrical failure then call the help line number

## What is not classed as an emergency

1. Blocked Sink
2. Lost Keys
3. Appliance not working
4. TV not working/ issues with furniture/cupboards/doors
5. Tripped switches
6. Wi-Fi issues
7. Issues with house mates

To support you on the above go to:

1. Common Issues Guide
2. The How to Make a Complaint Policy
3. The Get it Fixed Policy

All urgent maintenance issues will be fixed within 14 working days and complaints responded to in 7 working days. Email [Michelle@livecollective.co.uk](mailto:Michelle@livecollective.co.uk) for copies of the policies





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