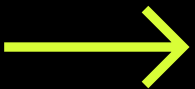


PORTUS

***EMERGENCY
PROCEDURES***



EMERGENCY PROCEDURES

- I CAN SMELL GAS**
- Evacuate the building Immediately call National **Emergency Gas Hotline** on **0800111999**
 - Then call **Portus Lets** on **0151 329 3538**

- THERE IS A FIRE**
- Trigger the fire alarm at nearest call point
 - Evacuate the building by nearest exit if it is safe to do so.
 - Call **Emergency Services** on **999**
 - Wait at the fire assembly point which is at the opposite side of the road.
 - Do not re-enter the building for any reason.
 - Lastly, call **Portus Lets** on **0151 329 3538**

- THERE HAS BEEN A BREAK-IN**
- Call the **Police** immediately on **999**.
 - If there is property damage, report this to Portus Lets who will respond in office hours.
 - If the property needs securing, call **Portus Lets** on **0151 329 3538**
 - If for any reason you cannot get in contact with Portus Lets and the property is in urgent need of being secured out of hours (i.e. there is no way it can wait until morning), call **Liverpool Lock Solutions** on **07899737974** and state that you are a tenant of Portus Lets.

- THE FIRE ALARM IS GOING OFF BUT THERE IS NO FIRE (HMO ONLY)**
- Firstly, check the whole house to ensure there is no fire. Keep in mind that the fire may be out of sight for example in a loft space. If there is, revert to fire section of this table.
 - If there is no fire, report the false alarm to Portus Lets. Either your property manager or a contractor will then investigate the false alarm and reset the fire panel.
 - The sounders will need to be silenced by turning the red key and pressing the **'silence/re-sound sounders' button**. Tenants are not permitted to do this, your property manager will do this after the fault has been investigated.

CONTACT US TODAY!

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