

## In conclusion.....

We know, if you have been issued this leaflet that something terrible has happened to you and we hope it is not too painful. This leaflet may be of some help, but if there is any further information you require, please contact our office during normal opening hours.

## Local Authority Contact Numbers:

### Sedgemoor District Council

During Office hours **0845 408 2540**

Out of Office hours **0800 917 6520**

### South Somerset District Council

During Office hours **01935 462462**

Out of Office hours **01935 462462**

### Taunton Deane Borough Council

During Office hours **01823 356356**

Out of Office hours **01823 351411**

### West Somerset District Council

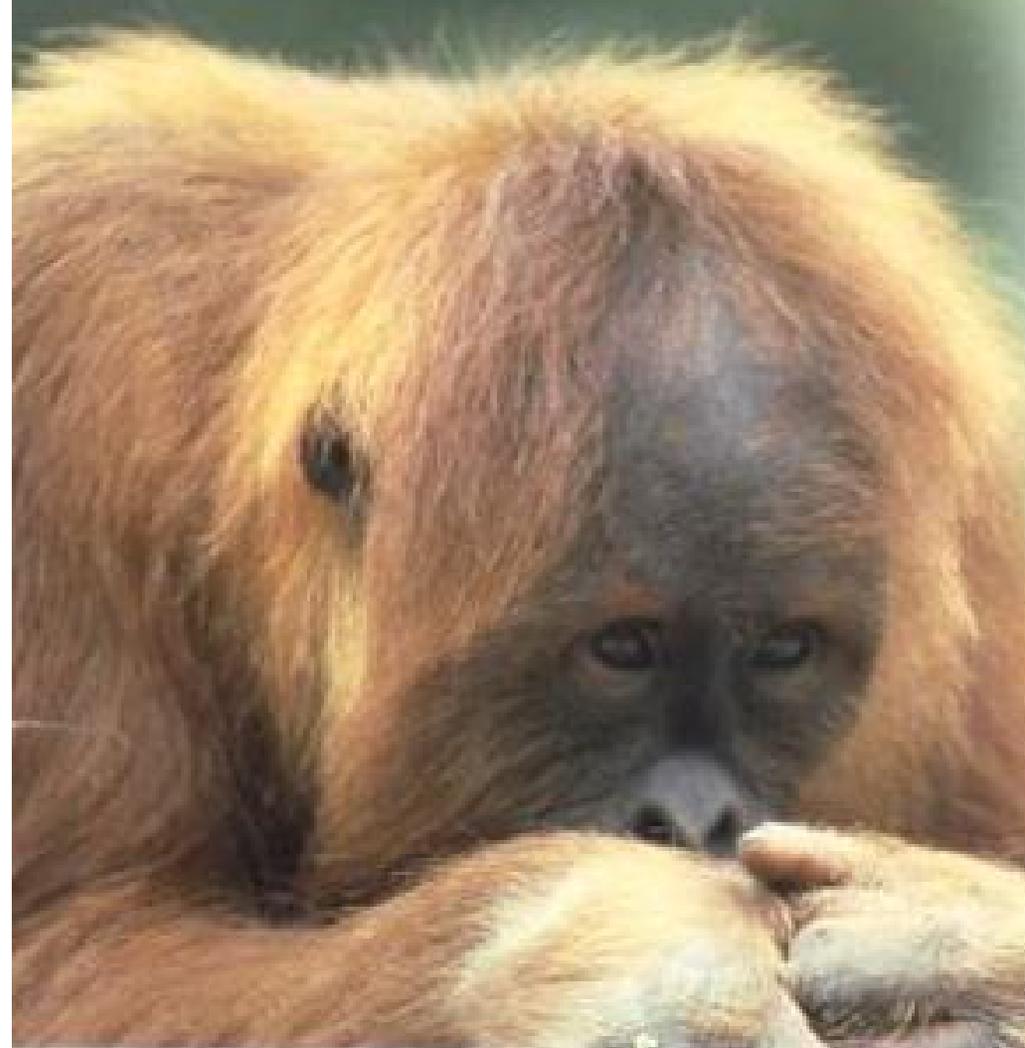
During Office hours **01643 703704**

Out of Office hours **01643 707210**

## Need help?

Look at our website [www.shal.org](http://www.shal.org)  
email [information@shal.org](mailto:information@shal.org), call us on 01278 444344 or  
visit our office at 2 King Square, Bridgwater TA6 3DG

# FOLLOWING A MAJOR EMERGENCY



**Affordable Rented Homes**

## Introduction

Unfortunately you have suffered a major emergency at your home with the result that you are not able to continue living there at present.

Our Contractor has attended and has given you this leaflet.

At this difficult time you are probably wondering where to turn for help. This leaflet hopes to assist in that respect.

## What does SHAL do?

Your Tenancy Agreement spells out the rights and responsibilities of you, as a tenant, and SHAL, as landlord. In the event of a major emergency, SHAL's role is to make safe. This we have now done.

## So where next?

Most people would consider three things:-

1. What help does your insurance policy give?  
Check the wording of the policy. If you do not have it, ring the insurance company or your broker and explain your problem.
2. Can friends and relatives help out in the short term?  
You probably need somewhere to sleep tonight, and you are probably in shock and could do with a friendly face around. At these times people you know are the best source of help.
3. But is that really all?  
No, of course not. The Government provide a safety net to people made homeless as a result of fire, flood etc. This is run by the Council. So give them a ring and explain your position.

The main telephone numbers for councils in whose areas we own or manage properties are given at the end of this leaflet. Please bear in mind that if you ring out of office hours, you will probably hear a message giving an emergency number to contact.

## But what about the long term?

SHAL will contact the company's insurers on the next working day and, in due course, they will send a loss adjuster to look at the property and decide what to do.

Most likely someone will write a specification for repairs, a Contractor will be appointed to carry out those repairs, and eventually your home will be fit to live in once again.

If you wish to return to the house you must tell SHAL. No rent is payable whilst the property is unfit, but many people decide on permanent rehousing elsewhere.