



# RENTAL PROPERTY EMERGENCY RESPONSE CHECKLIST



**MURRAY PROPERTY HOLDINGS**  
ASSET BACKED INVESTMENTS

# RENTAL PROPERTY EMERGENCY RESPONSE CHECKLIST



Emergencies can happen at any time and when they do, it's important to know exactly what to do.

This **Rental Property Emergency Response Checklist** provides clear, practical guidance to help tenants and landlords respond safely and confidently to common property emergencies such as fires, gas leaks, flooding, electrical issues, and structural damage.

The checklist explains:

- What to do immediately to keep people safe
- Who to contact depending on the type of emergency
- How to reduce further damage where it's safe to do so
- What information to record once the situation is under control

This guide is intended to be a quick reference during stressful situations. Keep it somewhere easy to find, and remember if there is any immediate risk to life or health, emergency services should always be contacted first.

*Murray Property Holdings*

NB: The information contained in this guide is provided for general guidance only and reflects common emergency response practices. No responsibility or liability is accepted for any loss, damage, or injury arising from the use of this guide. In the event of an emergency, occupants must prioritise personal safety and contact emergency services and qualified professionals as appropriate.

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№	EXIT STRATEGY CHECKLIST	
1	<p><b>IMMEDIATE SAFETY FIRST:</b></p> <ul style="list-style-type: none"> <li>• Check for immediate danger to life or health</li> <li>• If life threatening, call <b>999 immediately</b></li> <li>• Evacuate the property if required (fire, gas leak, structural risk)</li> <li>• Do <b>NOT</b> attempt repairs that may be unsafe</li> </ul>	
2	<p><b>GAS LEAK / CARBON MONOXIDE:</b></p> <ul style="list-style-type: none"> <li>• Turn off gas at the mains (only if safe to do so)</li> <li>• Open windows and doors</li> <li>• Do <b>NOT</b> use electrical switches or naked flames</li> <li>• Call the National Gas Emergency Service</li> <li>• Evacuate and notify landlord/property manager</li> </ul>	
3	<p><b>WATER LEAK / FLOODING:</b></p> <ul style="list-style-type: none"> <li>• Turn off water supply (only if safe to do so)</li> <li>• Switch off electrics if water is near sockets</li> <li>• Contain water using towels/buckets (only if safe to do so)</li> <li>• Report immediately to landlord/property manager</li> </ul>	
4	<p><b>NO HEATING OR HOT WATER</b></p> <ul style="list-style-type: none"> <li>• Check boiler pressure / thermostat (if tenant accessible)</li> <li>• Be sure to double check that the batteries have been replaced in your thermostat - even hard-wired thermostats sometimes have batteries as a back-up</li> <li>• Take a note of the pressure to pass on to your property manager and report any noises, leaks, etc.</li> <li>• Use alternative safe heating, if advised to do so.</li> </ul>	

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5	<p><b>STRUCTURAL DAMAGE (Storms, Impact, Ceiling Collapse, etc):</b></p> <ul style="list-style-type: none"> <li>• Evacuate affected areas</li> <li>• Prevent access if dangerous</li> <li>• Contact emergency services - if collapse risk exists</li> <li>• Notify landlord / property manager immediately</li> </ul>	
6	<p><b>DOCUMENTATION &amp; FOLLOW-UP:</b></p> <ul style="list-style-type: none"> <li>• Take photos/videos of damage (if safe to do so)</li> <li>• Note date, time and description of the incident</li> <li>• Keep copies of any communications</li> <li>• Follow landlord instructions for access and repairs</li> </ul>	
7	<p><b>AFTER THE EMERGENCY:</b></p> <ul style="list-style-type: none"> <li>• Confirm repairs completed</li> <li>• Check all safety systems (smoke alarms, CO alarms)</li> <li>• Review whether preventative maintenance is needed</li> </ul>	

## KEY CONTACTS

Landlord / Property Manager: \_\_\_\_\_

Emergency Maintenance Number: \_\_\_\_\_

Gas Engineer: \_\_\_\_\_

Electrician: \_\_\_\_\_

Plumber: \_\_\_\_\_