

What to do in an emergency

An emergency is something that could not have been foreseen, and which could cause serious damage to the property. For example:

- Severe leaks
- If you smell gas or detect a gas leak call the National Gas Emergency service on 0800 111 999
- Loss of electrical power or light
- Blockage of your **only** toilet
- Loss of heating or hot water
- Broken windows or doors following a break-in

If one of these has occurred in your property, you need to get it resolved quickly.

Please remember that if a contractor is called out as an emergency when a repair is not justified, you will be liable for all costs.

If your landlord is on a tenant find or rent collection contract with us, please contact your landlord to arrange repairs of your property.

If your landlord is on a fully managed contract, please contact our branch on 01743 248351

Out of hours emergency

If you have an emergency when our branch is closed, take the following steps:

- Ensure that you are experiencing a true emergency and that the issue cannot be resolved during our lettings centre opening hours. **Please remember that if a contractor is called out as an emergency when a repair is not justified, or your landlord IS NOT on a fully managed contract you will be liable for all costs.**
- Emergency contact numbers
- Plumbing & Heating 07500 867005
- Electrical 07794 477908
- Other emergencies 07802401173
- 07971527683