



6/7 Market Place  
Devizes  
Wiltshire SN10 1HT  
Telephone: 01380 721368  
Email:  
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## EMERGENCY PROCEDURE

(BETWEEN THE HOURS OF 6.00PM AND 9.00AM MONDAY TO FRIDAY,  
5.00PM AND 9.00AM SATURDAYS AND 24 HOURS ON SUNDAYS AND BANK HOLIDAYS )

STRAKERS DEEM EMERGENCIES TO BE **ONLY**:

### **FIRE**

Telephone:

Emergency Services **999**

Also leave a message on **01380 721368**

### **SMELL OR LEAK OF GAS**

Telephone:

National Gas Emergency Service – **0800 111 999**

### **SERIOUS WATER LEAK OR OIL LEAK**

Telephone quoting Strakers:

Geoff Hugo - **07958344513** or Aspire Plumbing and Heating Ltd – **07917718000**

Or BTB Plumbing – **07920042880** or R B Poolman - **07841 414006**

Or MRM Property Services - **07939527648**

### **BROKEN LOCKS WITH NO ACCESS TO YOUR RENTAL PROPERTY**

Telephone quoting Strakers:

The Lock Genie – **07917 301663**

### **TOTAL LOSS OF HEATING OR WATER (FOR MORE THAN 24 HOURS)**

Telephone quoting Strakers:

Geoff Hugo - **07958344513** or Aspire Plumbing and Heating Ltd – **07917718000**

Or BTB Plumbing – **07920042880** or R B Poolman - **07841 414006**

Or MRM Property Services - **07939527648**

### **TOTAL LOSS OF ELECTRICITY**

Telephone your electricity supplier on their emergency number

### **ELECTRICAL FAILURES**

Telephone quoting Strakers:

Odyssey Electricals - **07800 844349** or **01225 812426** or MB bells Limited- **07388690442** or **01249 569900**

**PLEASE NOTE: ALL NON EMERGENCY CALLS MADE OUT OF HOURS AND NON EMERGENCY WORKS CARRIED OUT FROM SUCH CALLS WILL BE CHARGED TO THE TENANT AND WILL BE STRICTLY NON REFUNDABLE (charges up to £150.00 +vat per hour plus parts). LOSS OF HEATING OR WATER OVER NIGHT, BROKEN APPLIANCES AND ANY OTHER ROUTINE MAINTENANCE RELATED MATTERS ARE NOT DEEMED TO BE EMERGENCIES AND SHOULD BE REPORTED TO YOUR PROPERTY MANAGER DURING WORKING HOURS ON 01380 721368**

Print Tenant Name..... Tenant Signature.....