

What to do in an emergency

For the following only

- Severe leaks
- 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

During office hours

- Our office hours are **Monday to Friday 9am-5.30pm, Saturday 9am-5pm, Sunday 11am-2pm.**
- For **managed properties** please call our offices on 01630 652186 or 01630 658017.
- 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, you will be liable for all costs.**

*****Outside office hours 07487536679*****

Your responsibilities if you think you may have an emergency

For Leaks

If you experience a water leak at the property then you must look to turn off the **stopcock** immediately.

For Electrics

You must check the fuse box and check that the switches have not tripped. You have contacted the Electricity Board to ensure they have not turned off the power in the street/building.

If you smell gas or detect a gas leak call the National Gas Emergency service on 0800 111 999[^]