

## Emergency Contact Information

If your issue is urgent, please review the information below to help you determine the best course of action.

Our office is open Monday to Friday, 9:00am – 5:30pm and Saturday 9:00am – 12:00noon, excluding bank holidays.

**Outside these hours, please leave a voice message on our main office line 01903 879212. Messages are monitored out of hours.**

## What Constitutes an Emergency?

Emergencies are situations that pose an immediate risk to your health, safety, or the structure of the property. **If one of the following issues have occurred, it needs to be resolved quickly.**

- Severe water leaks or flooding that could cause damage to the property
- If you smell gas or detect a gas leak call the National Gas Emergency service on **0800 111 999**
- Loss of electrical power or lighting
- Blockage of your **only** toilet
- Loss of heating or hot water
- Broken windows or doors which leave the property unsecured

For urgent issues, please review the following information to help you determine the best course of action.

## Mains Water Issues

Check with your neighbours to see if they are experiencing the same issue. If there is no water throughout the property, please contact Southern Water on **0330 303 0368**.

## Heating & Hot Water

If you are vulnerable and have no heating or hot water, and you need to contact us out of hours, please call the main office line **01903 879212** and leave a voicemail. **Messages are monitored out of hours.**

If you are not vulnerable and can wait until the next working day, we kindly ask that you do so.

## Escape of Water/Leaks

If the leak is originating from the property, please locate and turn off the water stopcock. If you need to contact us out of hours, please call the main office line **01903 879212** and leave a voicemail. **Messages are monitored out of hours.**

If there is a leak coming from another property, try to contact the neighbour by any means possible. If no one answers and the leak is causing serious damage, you should call the Fire Brigade for urgent assistance.

Roof leaks must be addressed during daylight hours; please do your best to prevent any water damage until then.

## Gas or Carbon Monoxide

If you smell gas or suspect a carbon monoxide leak, immediately call the National Gas Emergency Service on **0800 111 999**.

## Electricity

If you experience a loss of power, you should first check your fuse board (aka consumer unit) to try and determine the cause of the power cut. Any tripped circuit(s) would not be deemed an emergency and should wait until the next working day.

If you experience a total loss of power, you should first check with your neighbours to see if they have experienced the same issue or check the UK Power Networks' website <https://www.ukpowernetworks.co.uk/>

If the outage is limited to the property, you should call your electrical supplier or contact UK Power Networks on **0800 316 3105**.

If you have an electrical emergency within the property, and you need to call us out of hours, please call the main office line **01903 879212** and leave a voicemail. **Messages are monitored out of hours.**

## Crime

If you have experienced a break-in, please call the police on **999**.

## Locks

For trouble with locks when you cannot secure the property, and you need to contact us out of hours, please call the main office line **01903 879212** and leave a voicemail. **Messages are monitored out of hours.**

*Note: if you have locked yourself out and need a locksmith, you will be liable for the full cost.*

## Non-Emergency Issues

For problems that are inconvenient but not urgent – such as minor repairs, dripping taps, or issues that do not immediately threaten safety – please report them to our office during office hours.

