

EMERGENCY CONTACT NUMBERS

SERVICE TYPE	COMPANY	PERSON	TEL #
Office	Estate Management London		0207 930 9333
General Maintenance	Marek Builders	Marek	07796446171
	Excel	Leigh	07540106803
Utility Suppliers	EDF		08456000102
	British Gas		0800111999
	Thames Water		08459200888
	British Telecom		150
	Police, Fire, Ambulance		999



IS IT AN EMERGENCY?

Situation	Is this an emergency?
No heating	Dependent on the individual circumstance and the time of year
No hot water	No – but we will always try and get a contractor out as soon as possible
No power supply	Yes – if it is a complete loss of power that does not affect neighbouring properties
Gas leak	Yes – shut off gas to property and phone National Grid
Carbon monoxide alert	Yes – switch off all appliances, open all windows, and vacate the premises
Smoke alarm beeping	No – this usually indicates the batteries need replacing, which is the responsibility of the tenant's
Fire	Yes – call 999
No water supply	Yes – if there is no running water whatsoever, check if there is a known issue with your supplier
Plumbing leak	Yes – if you cannot contain the leak and it is causing damage
Roof leak	Yes – if the leak is affecting an electrical fitting or causing serious damage
Roof damage	Yes – if it is causing substantial damage to the property or if it is dangerous to people
Gutters/downpipes	No – unless water is entering the building causing major damage or hazardous to people
Blocked sink/basin/bath	No – unless it can be proven that the blockage was not your fault, this is usually the tenant's responsibility
Blocked toilet	Yes – if the property only has one toilet ; however unless it can be proven that the blockage was not your fault, this is usually the tenant's responsibility
Locks/doors	Yes – if this makes it impractical to secure the property No – if you have simply lost your keys
Broken windows	Yes – if this makes it impractical to secure the property; unless you can prove the issue wasn't caused by you, this is usually the tenant's responsibility
Pests (mice and similar)	No – Do however let us know and we will assist where possible
Broken cooker	No – this is an inconvenience, however not an emergency

