

Office hours are: Monday - Friday between 9am & 5pm.

If there is a non urgent maintenance issue please log it on the database [www.arthuronline.co.uk](http://www.arthuronline.co.uk) and it will be picked up during office hours.

**If you smell gas:** Call National Grid on 0800 111 999

**For loss of electricity:** Contact your supplier or call 0800 028 0247 for assistance

**Water supply problems:** Thames Water on 0845 9200 800 or check [www.thameswater.co.uk/live](http://www.thameswater.co.uk/live) for known issues.

If you lock yourself out you will need to contact a 24 hour locksmith; in the event that your locks are changed please make sure you have an additional set of keys cut and sent to the office. This will be at your own cost. During working hours you may borrow keys by collecting them from our offices and will be charged £25 per day after 24 hours of having the keys if you have not returned them.

If the matter is an **emergency** and out of hours in the first instance you can contact the emergency number:

07393234187

If you do not receive a response and you require an **emergency** contractor, you should call:

Marek 07796446171  
Sev 07738308975

You must ensure that you leave your full address and your contact details.

Please note that we will always try to be there to assist you in the event of an emergency, however naturally there is a chance that we may not be contactable. If this happens, we expect tenants to deal with matters in a way they would do if they owned the property, and if it is a genuine emergency they will be reimbursed for any costs incurred.

Remember if you do call out any contractor and the matter is not an emergency and out of hours you will be required to pay for any costs incurred.

