

Out of office – Property Management Emergency Contacts

In the event of an **emergency** out of office hours maintenance issue please see below for advice.

It is vital that you check your welcome letter first to check you do not have British Gas cover or an alternative maintenance contract provided by the Landlord, you must call them and not our emergency contractors. British Gas have a 24hour service on 0800 1077798.

An emergency would be a leak, no heating or hot water for a period of 48 hours or more, a major electrical fault, fire or burglary. Appliance engineers do not offer an out of hour's service as this would not be seen as an emergency.

If you smell Gas. Report this immediately to Transco **0800 111999**

Fire: Please call 999 fire services

Burglary: Please call 999 or your local police station. Please obtain a crime reference number and let our offices know of the incident.

Sewage outside the property from drains: report to Thames Water 0800 **9808800**

In the event of a leak, when the water is turned off at the mains or stop cock and still continues to gush or more than a drip that cannot be contained. Please contact **Carshalton Plumbing and Heating** on **020 8395 8060** who may be able to assist. Please tell them you are an Ellisons Tenant. Otherwise please contact a plumber from the yellow pages or check a trade directory.

A slow drip can be contained by using a receptacle to catch the water until such times as an Ellisons contractor can be assigned once the office is open.

In the event of a major electrical fault, First check that the fuse board has not tripped. Should this be the case you will need to reset the board. Should this fail, turn each plug socket off throughout the property and then reset the fuse box. Turn each plug socket back on one at a time as an appliance could be the reason for the fuse tripping. Should this still be a problem please contact **Carshalton Plumbing Heating and Electricals** on **020 8395 8060** or **DJB Electrical** on **07834 978102** who may be able to assist please tell them you are an Ellisons Tenant. Otherwise please contact an electrician from the yellow pages or check a trade directory.

Locksmith, if you are unable to wait until our offices are open you can call **I & S Locksmiths** 020 8947 3445 who may be able to assist please tell them you are an Ellisons Tenant. Otherwise please contact a plumber from the yellow pages or check a trade directory.

****We must advise that if a contractor is called out unnecessarily or a problem is deemed not to be an emergency, you will be held responsible for all costs involved which could be anything from £114 per hour.****