

EMERGENCY INFORMATION

LETTINGS

Please refer to the below information regarding out of hours repair issues at your property.

Electrical Faults – Bond Electrical – 07850 387229

Total loss of all power please contact **Western Power - 0800 6783 105**

If your fuse board trips, try and find out which electrical appliance has caused this problem. Once it has been established, disconnect the offending appliance & switch the tripped fuse back on.

If you are still unable to turn on the electricity call QSS.

If you smell burning please turn off your electric supply immediately and contact Bond Electrical.

Plumbing and Heating – contact Ark Plumbing 07545 334566

DPA Plumbing – 07564085700

If you can smell gas please contact Cadent Gas 0800 111999

Boiler faults - please contact Ark or DP Plumbing if, due to a replacement part, the boiler cannot be fixed on the call out, the plumber will submit a report to the maintenance dept on the next working day. Call outs will be subject to the plumber's decision.

Water leaks – Locate the stop tap (usually under the sink) and turn off. If you live in a block of flats please contact the flat where the leak is from and ask them to turn the water off, the plumber will decide if a call out is required or if it can wait until the next working day.

Anglian Water - 03457 145145

Blocked toilets and sinks are the tenant's responsibility.

The drainage company will advise if an emergency call out is required.

Faulty & Broken Locks –

Contact **GPB Locksmith 07746 523893**

NB. If the lock repair is due to damage caused by the tenant, the cost for repair will be your responsibility. The locksmith will decide if a call out is required and submit a report to the maintenance department on the next working day.

Lost keys are the responsibility of the tenant

BLOCK MANAGEMENT

We are responsible for emergencies to the communal (shared) areas only, for the relevant contractor please refer to the information above. If you call out an emergency contractor, you will be responsible for the payment of this call out charge. If the emergency is a genuine communal issue, you will be reimbursed from the service charge fund, please ensure you make your tenants aware of this.

Any emergency involving a flat to flat leak is the responsibility of the owner. They must make contact with the resident in the flat where the leak is coming from and advise them to turn off their water. If the property is rented out, the resident will need to contact their landlord or agent as a matter of urgency.

We are not responsible for dealing with flat to flat leaks and we cannot assist in resolving these.

If you require information in respect of the insurance, please call the office on the next working day.

Aerial Issues (Block only)

Kingsthorpe Aerials A.I.S - 01604 930988 – 07733 316443

If a fault does occur with your TV Signal, please check with a neighbouring property to ensure it is a communal issue. If you call out an emergency aerial engineer and the issue is only with your TV you will be charged for the call out.

Lifts – Information for the maintenance contractor is displayed inside the lift, please contact these in the event of an emergency and they will assist you if required.