

## **Taylor Engley Limited** **Out of Hours Assistance**

When the Management office is closed, in the event of an **emergency** out of office hours:

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

An emergency would be a leak which is not containable, 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**

**Sewage outside the property from drains:** report to South East Water **0333 000 0001**

**In the event of a leak,** when the water is turned off at the mains or stop cock and still continues to gush, (more than a drip) that cannot be contained. Please contact **Mark from MS Cornford Plumbing & Heating on 07702247656** who may be able to assist. Please tell them you are a Taylor Engley 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 a Taylor Engley 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. You should also check with neighbours in case of a localised power cut. Should this still be a problem please contact **Will from WTS Electrical on 07710180900** who may be able to assist please tell them you are an Taylor Engley 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 **Mike from Arm Locksmiths on 07521701514** who may be able to assist. Please tell them you are a Taylor Engley Tenant. Otherwise please contact a Locksmith from the yellow pages or check a trade directory.

Please ensure also that your property is well ventilated to help combat condensation mould growth.

**\*\*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 \*\***