



Out of Hours Support

When the Management office is closed, in the event of an emergency, please use the information below:

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 continues to gush, (more than a drip) that cannot be contained. 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. Please contact **Puttick Plumbing and Heating on 01323 848267** who may be able to assist, please tell them you are a Taylor Engley Tenant.

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 **Moore and Saunders on 01424 307071** who may be able to assist, please tell them you are a Taylor Engley Tenant.

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

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.

Taylor Engley Limited Valuers, Land, Estate & Letting Agents

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