



What to do in an emergency.

An emergency is something that could not have been foreseen, and which could cause serious damage to the property. For example:

- Severe leaks (Familiarise yourself where the mains water supply stop tap is located within the property this needs to be turned off in an emergency situation immediately)
- If you smell gas or detect a gas leak, call the National Gas Emergency service on [0800 111 999](tel:0800111999)
- Loss of electrical power or light
- Blockage of your **only** toilet
- Loss of heating or hot water
- Broken windows or doors following a break-in.

If your landlord is on a tenant find or rent collection contract with us, please contact your landlord to arrange repairs of your property.

If your landlord is on a fully managed contract, please contact your Roseberry Newhouse lettings branch **01642 927288**.

Office Opening times:

Monday – Friday 9am – 5pm

Saturday – 9am – 1pm

Sunday – Closed

Non-urgent maintenance can be reported 24/7 through the following link

[Roseberry Newhouse repair reporting \(fixflo.com\)](https://www.fixflo.com)

Calls may be recorded and/or monitored for training and/or data protection purposes.

Please remember that if a contractor is called out as an emergency when a repair is not justified, you will be liable for all costs.

Emergency contractors' numbers that may assist outside working hours.

Electrician

Bowker Electricals Ltd / Andrew Bowker 07966675834

Gas Engineer/ Plumber

CJ Parsons Heating & Plumbing / Colin 07798756149 / Andy 07881466198

CM Heating & Plumbing / Callum 07525057695