

What to do in an Emergency Situation



Gas Leaks

If you can smell gas, or believe gas is escaping, please call National Grid on 0800 111 999

What to do if you smell gas:

- Turn off the meter at the control handle unless the meter is in the cellar
- Do not smoke or light matches
- Do not turn electrical switches on or off
- Open all doors and windows
- If the smell persists vacate the premises

Once the emergency situation is resolved, contact our Property Management Team on 01628 668686 or email on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk during working hours if your property is managed by us and a repair is required.

If your property is not managed by us, please contact your landlord directly.

Water Leaks

What to do if there is a water leak in the property:

- Turn off the water from the mains stop cock
- If you are unable to find the stop cock then a contractor should be called out to stop the water supply to the property to avoid damage to the property.
- If you are unable to locate the stop cock or the leak persists, please contact our emergency plumber to attend the property immediately.

In the event that water is leaking from another property, you should inform the neighbour of the leak and ensure their water is switched off to prevent any further damage. Once the leak has stopped, please contact our Property Management Team on 01628 668686 or email on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk the following working day.

Roof Leaks

Roof leaks are not an emergency and contractors but please follow the below steps to avoid any damage to the property:

- Use a bucket/towel to collect the water in the short term.
- All electrical items/plugs in the room must be turned off and only turned back on when advised it is safe to do so and the area is dried out

Please email on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk with details of your issue (*and include your property address*) and provide information on the action taken so far. A member of the property management team will be in contact as a priority.

Electrical Issues

If the property has a power cut, please follow the below steps:

- Check that there is not a power shortage in the area by calling 105
- Ensure the fuse box has all the tabs turned on

If you are still without power and there isn't a power cut in the area, please make contact with the Property Management Team on 01628 668686 or email on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk the following working day as unfortunately this isn't deemed as an emergency.

Central Heating and Hot Water Faults

Please use any back up forms of heating available at the property and contact our Property Management Team on 01628 668686 or email on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk during office hours.

If you are experiencing difficulties over a weekend only - our emergency plumber can be contacted to attend.

However, if after 10pm on a Sunday/Bank Holiday Monday this can wait until the next day for a call out, please email us on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk with details of your issue (*and include your property address*) and a member of the Property Management team will be in contact as a priority.

General Plumbing

If the property has a loss of water supply, please follow the below steps:

- Check if your neighbours have been affected and if so, this is likely to be a supplier issue. You should then call your water supplier.

If you have no water coming from just one tap this is not an emergency situation but please email us on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk with details of your issue (*and include your property address*) and a member of the Property Management team will be in contact with you during working hours.

Lock Issues

If you have broken the lock at the property, you should contact the emergency contractor so access can be gained to the property. Unfortunately, if this is proven to be your fault then you would have to arrange payment with the locksmith.

If you have misplaced the keys to the property then a contractor should be called to gain access or change the locks, again unfortunately this would be your cost.

Please email us on propertymanagement@glennflegg.co.uk and propmgt@glennflegg.co.uk with details of your issue (*and include your property address*), provide information on the action taken and a member of the property management team will be in contact as a priority.

Please see emergency contract information at the bottom of this page should you require an emergency contractor.

Emergency Contractor Information

All Plumbing Related issues:

- GCH Plumbing and Heating – Moustafa 07736 447 958

Emergency locksmith

- Positive Locksmiths – Ali 07794 118 999 or 0208 933 5555