

## Useful Contact Numbers for Tenants: -

Below is a list of telephone numbers which you may find useful.

During office hours (9 am-5.30 pm, Monday-Friday and 9 am to 3 pm on Saturday) please phone our office telephone number – **01603 358222**

### **Emergency Contact Numbers**

During office hours (9 am-5.30 pm, Monday-Friday and 9 am to 3 pm on Saturday) please phone our office telephone number – **01603 358222**

**In the event of an emergency 'Out-of-office' hours please contact the relevant number below:**

Police, Fire Brigade, Ambulance – Emergency **999 or 112**

Police, Fire Brigade, Ambulance – Textphone users **18000**

Non-emergency – Police **101**

Non-emergency – Police Textphone users **18001 101**

**In the event of a Fire:-**

**Get everyone out of the property; phone 999 and ask for the fire brigade; switch off the power at the mains switch, but only if you can do this without putting yourself in danger; Important- never use water on electrical fires.**

### **GAS**

National Gas – Emergency Service **0800 111 999**

National Gas – Emergency Service Textphone **0800 37 17 87**

**In the event of a Gas Leak:-**

**Do not turn electrical switches on or off; do not smoke, use matches or expose naked flames; open windows and doors to clear the gas; check to see if the gas has been left on or if a pilot light has gone out. If so, turn the appliance off. If not, there may be a leak. Turn off the gas supply at the meter by turning the mains gas tap to the OFF position; phone National Grid's emergency number (from a fixed line telephone, not a mobile phone) free on 0800 111 999 (24 hours a day).**

### **ELECTRICITY**

Electricity Supply fault – UK Power Networks - **0800 31 63 105**

**In the event of An Electricity Power cut or Supply Fault:-**

Please phone EDF Energy free on 0800 7838 838 (24 hours a day) or 0800 028 0247 (24 hours a day).

## **WATER**

Anglia Water – Flooding or no supply **03457 145 145**

Anglia Water – Minicom or Type talk **0800 917 5901**

**In the event of Flooding/ No Water Supply:-**

**in the event of flooding or a burst pipe switch off the power at the mains switch, but only if it's safe to do so.**

**If the area around the meter is flooded, do not touch the mains switch. Phone Anglia Water on 03457 145 145 (24 hours a day).**

NHS Direct **111**

NHS Direct Textphone users **18001 111**

## **Utility Supplier Contact Details for Tenants:-**

### **Water:**

Anglia Water – Flooding or no supply **03457 145 145**

Anglia Water – Minicom or Type talk **0800 917 5901**

### **British Gas:-**

Gas & Electricity – both pre-payment & credit meters **0800 048 0202**

Textphone 18001 0800 072 8626

### **E. ON:-**

Prepayment meter (card/key top-up) **0333 202 4643**

Credit meter (you receive a bill) **0345 303 3020**

Smart meter (separate display inside your house) **0345 366 5976**

Textphone **0800 056 6560**

### **EDF Energy: -**

For Gas & Electricity credit meters **0800 056 7777**

Pre-payment (card/key) meters **0800 015 1733**

### **Npower: –**

Gas & Electricity – both pre-payment & credit meters **0800 073 3000**

Textphone 0800 413 016

### **Southern Electric: -**

For Gas & Electricity credit meters **0800 107 9639**

Pre-payment (card/key) meters **0800 980 2481**

Textphone **0800 622 839**

### **Scottish Power: -**

Gas & Electricity – both pre-payment & credit meters **0800 027 0072**

Textphone 0800 027 9001

### **Utility Warehouse: -**

Gas & Electricity – both pre-payment & credit meters **0800 781 4100**

Textphone 0844 576 3500

**First Utility: -**

Gas & Electricity – both pre-payment & credit meters **01926 320 700**

Textphone 18002 01926 320 700

**Co-operative Energy: -**

Gas & Electricity – both pre-payment & credit meters **0800 954 0693**

**Instructing a Contractor in An EMERGENCY.**

**If you, your residing family or the property are in danger of life or substantial damage. Please instruct a contractor yourself. In addition to providing us with the invoice or receipt, we'll also need a contractor's report confirming that it was an emergency issue. We can then ask your landlord to reimburse you for the cost of the call-out.**

**Please note that if you do not provide us with a receipt or an invoice, and a contractor's report, for the call-out or emergency repairs, then we are unable to reimburse you for the cost. We will also not reimburse you for a call-out or repair if the issue was not deemed as an emergency.**