

Emergencies & Maintenance – Managed Property Only – Homematch Limited

All maintenance reports are logged by & attended to as soon as possible. To do this during office hours 9-5pm Monday to Friday.

- Office landline: 01159539217
- Email: Lynda@homematch.me.uk

Homematch visit every 6 months to assess maintenance by a convenient appointment. The landlord will be advised and authorise. It is the tenant's duty to report any issues AS THEY OCCUR.

For emergencies only – OUT OF HOURS

Call mobile / text. 07723 317195. The phone will probably not be answered as we are not working just on cover. **Email as backup** for proof or details.

- **Always leave a message:** we do not return missed calls it is not practical.
- **24/7 If you smell gas, call out The National Grid immediately.** They will handle any required cutting off to allow us time to get an engineer out to you. There is no charge for this by The National Grid.
- **24/7 Severn Trent for mains water issues**
- **FIRE – Call 999**
- **POLICE – Serious ASBO issues Call 9400999 Nottingham Police Main Desk**

Plumbers:	Wilson's Blue Flame Nottingham	Eddie / Simon: 07462 378300 NOT 24/7
Electricians:	South Bank Electrical	Ben 07570 411167 NOT 24/7
Locksmith:	A1 Locksmiths Ltd Nottingham	0115 970 3427 NOT 24/7
Roof:	Carlton Roofing	Sean 07737404035 NOT 24/7

ALL WORKS MUST BE AUTHORISED - TRADES WILL ATTEND IN EMERGENCIES ONLY

Smell Gas? To report a gas or carbon monoxide emergency, or if a pipeline is struck (even if no gas leak has occurred) call National Gas Emergency Service 24 hours a day on 0800 111 999 (calls are recorded & may be monitored).

What is classed as an emergency?

A situation which poses an immediate risk to health, life, property or environment. Emergencies require urgent intervention to prevent a worsening of the situation.

I.e. A hazardous situation; gas, water leak, fire etc. or major damage to the property.

- If any situation requires the emergency services it is your responsibility to call them.
- Water leaks turn off the water at the stop cock / isolation valve for the situation. A plumber will be sent ASAP in daylight hours. Do not call a 24/7 plumber unless authorised it will not be refund without prior agreement.
- ANY emergency caused as a result of any action(s) taken by the tenant, all resulting costs are the full responsibility of the tenant. This includes damage to the property. Tenant insurance may cover this.
- In the case of causing damage to the property Homematch Ltd **MUST** be informed by a method above and if not reported causing further damage all extra repair work costs will be the tenants.
- Any work has to be authorised by Homematch Ltd in any circumstances unless it is the emergency services.
- The landlord has the right to have one of his qualified agents to do the work to ensure a suitable standard.

Emergencies & Maintenance – Tenant Find Only

Contact your landlord – see Landlord contact form.

Date issued:

Signed: