

Tenants Out of Hours Emergency Help Line



GREENDOOR
PROPERTY MANAGEMENT



Out Of Hours Emergency Assist Help Line 02030316237
Major Emergencies which may result in serious damage or endanger life or limb should immediately be notified to your supply authority, a suspected gas leak should always be reported to TRANSCO on: 0800 111 999 or for any electrical emergency or power outage please call The National Grid on 105.

Below is a guide for you to ascertain if you should be calling for a contractor to attend or not.
Please only call if it is an emergency

Our definition of an Emergency

A sudden unexpected event involving your property which, in your opinion, exposes you the tenant or occupier to a risk to your health, or necessitates immediate remedial action to render the property safe or secure, and avoid damage or further damage, or restoration of the main services.

Our Emergency help line will be able to provide rapid, expert help if you as a tenant suffer an emergency arising from an incident listed below. In this event, we will arrange for one of our approved contractors to attend and take action to stabilise the situation and resolve the emergency or provide assistance over the phone.

Please only make a call to the Out Of Hours Emergency help line if you have:

- Burst pipes or sudden leakage likely to cause damage to the Home or its contents.
- A Break-in or vandalism reported to the Police and the property is not secure
- Failure of your domestic water mains supply, (gas call Transco first or for electricity, call The National Grid first)
- Blockage, breaking or flooding of drains or sewers where its backing up into the property.
- Failure of your central heating during adverse weather conditions, causing unreasonable discomfort or risking frost damage to the Home.
- A water leakage caused by example; a toilet bowl or cistern, breakage of the cistern internal mechanism which prevents flushing and creates an emergency as there is no other toilet in the Home.
- security of your home by loss of keys or broken locks, external windows, doors or their frames.

Please note, you may be charged for the call out in the event we attend, and the situation is not an emergency, or you have contributed to the blocking of pipes or broken locks due to misuse.