

Out of hours Emergency Cover



Emergency helpline: 01207 503 293

Monday to Friday 17:00 to 09:00, weekends, bank holidays and the period between Christmas Day and New Year's Day.

Welcome to your new St. Modwen home

We hope your move went well and you are getting settled in and enjoying it.

Now you are in and getting used to your home, you'll want to know that should you have an emergency we will be here to help.

In the event of an emergency – simply call our 24/7 UK based call centre and we will be able to send a qualified tradesman to your home to fix it.



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What is an emergency?



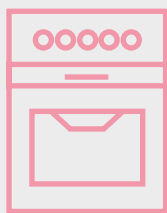
Drainage

Blocked drains either inside or outside the building, which prevents the use of all facilities. If the fault is caused by the homeowner, it may be charged for a call-out.



Door Locks

Failure of external locks which render the property insecure. If the fault is caused by the homeowner, it may be a charged call out.

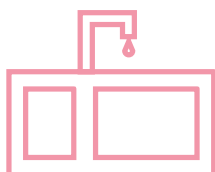


Gas Leaks

If you suspect a gas leak, call 0800 111 999 the National Grid Emergency Number straight away.

Remember:

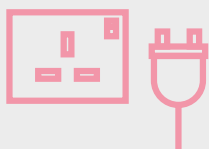
Calls using a mobile phone should be made outside away from the gas leak.
Turn off your gas supply and open all windows.
Do not make a flame or turn on lights, appliances etc.



Plumbing

Complete failure of central heating and/or hot water system.
Check the issue is not caused by the failure of local gas/electric suppliers.
Make sure the incorrect boiler/thermostat settings are not being used.
Complete loss of water or gas supply.

Check with your supplier that there has been no temporary interruption in supply.



Electrical/Loss of Electricity Supply

Before calling there are a couple of troubleshooting steps you can try.

Carry out an appliance test

First check the trip switches, then unplug all appliances, reset the trip switches and retry the appliances one by one.

Check that there isn't a power cut. Do your neighbours have power?
Call the Network Operator number 105 to report or confirm a local power cut.

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stmodwenhomes.co.uk

