

## EMERGENCY OUT OF HOURS CONTACT LIST

During office hours (Mon – Fri, 09:00 – 17:00) please email [repair@mpletting.co.uk](mailto:repair@mpletting.co.uk) or call **01792 930 414** for assistance.

Please leave a clear message with as many details of the emergency call out if phone goes to voicemail. Including your name, property address and room number. If you submit a service request, we will get back to you as soon as possible to confirm whether it can be provided and at what cost.

***\*Please note that if a trade is called out and the reason for the service is deemed the tenant's responsibility, the tenant will be charged.***

EMERGENCY SERVICES	TELEPHONE
Fire - Police - Ambulance	999
Swansea Central Police Station	01792 456 999

SERVICE	TELEPHONE
Smell Gas?	0800 111 999
<ul style="list-style-type: none"> <li><b>Do not</b> turn light switches or any electrical appliances on or off.</li> <li><b>Do not</b> smoke or use naked flames.</li> <li>Open windows and doors for ventilation.</li> <li>Turn off the gas supply at the meter, if safe to do so.</li> <li>Evacuate the premises <b>immediately</b>.</li> </ul>	
Alarm System	07963 502 004 or (AMCAM) on 07876 494 116
Smoke Detector	07963 502 004 or (AMCAM) on 07876 494 116
<ul style="list-style-type: none"> <li>Check for fire or smoke. If the alarm resets and there is no danger → do not call</li> <li>If it continues: Leave the building <b>immediately</b>. If flames are visible, call <b>999</b>.</li> <li>Fire Equipment: To learn how to use it please visit <b><a href="http://www.firetrainingcompany.co.uk">www.firetrainingcompany.co.uk</a></b></li> </ul> <p><b>Deliberate</b> alarm activations or false alarms are payable by cash or BACS immediately.</p>	
Plumber or Boiler Issues	07963 502 004
Leaks or Floods (indoors)	07963 502 004
<ul style="list-style-type: none"> <li><b>Major leak:</b> Turn off the main water supply.</li> <li><b>Rain coming through the roof:</b> Place a container under the leak. This will be addressed during working hours. For safety, roof work will not be carried out at night or during bad weather.</li> </ul>	
Locksmith	07963 502 004
<p><b>Emergency:</b> If you cannot gain access to the property or the property is not secure this is an emergency.</p> <p><b>Non-Emergency:</b> It's not deemed an emergency if you are safe inside the property. This will be dealt with the next working day. <b>Do not</b> book your own trades, the management team will arrange repairs.</p>	