

EMERGENCY OUT OF HOURS CONTACT LIST

During office hours (Mon – Fri, 09:00 – 17:00) please email 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"> • Do not turn light switches or any electrical appliances on or off. • Do not smoke or use naked flames. • Open windows and doors for ventilation. • Turn off the gas supply at the meter, if safe to do so. • Evacuate the premises immediately.
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"> • Check for fire or smoke. If the alarm resets and there is no danger → do not call • If it continues: Leave the building immediately. If flames are visible, call 999. • Fire Equipment: To learn how to use it please visit www.firetrainingcompany.co.uk
Deliberate alarm activations or false alarms are payable by cash or BACS immediately.	
Plumber or Boiler Issues	07963 502 004
Leaks or Floods (indoors)	07963 502 004
	<ul style="list-style-type: none"> • Major leak: Turn off the main water supply. • Rain coming through the roof: 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.
Locksmith	07963 502 004
Emergency: If you cannot gain access to the property or the property is not secure this is an emergency.	
Non-Emergency: It's not deemed an emergency if you are safe inside the property. This will be dealt with the next working day. Do not book your own trades, the management team will arrange repairs.	