



BLOCK - EMERGENCY INFORMATION

OUT OF HOURS – JLB PROPERTY MAINTENANCE Tel: 0333 344 3473

The contractor will visit for genuine emergencies within **COMMUNAL AREAS** only, if the emergency is within your flat you need to report this to your Landlord or Letting Agent or via their emergency procedure.

Please contact Kingston Real Estate on 01604 631551 Option 2 should an issue occur during normal working hours.

COMMUNAL EMERGENCIES CONSIST OF:

Communal Electronic Car Park Gates (if applicable)

Main Door Issues – unable to access/exit the block. (Flat doors are the responsibility of the owner)

Major Public Risk Issues i.e. storm damage to trees in communal areas

Loss of Water – Unless your block water supply is powered by a communal pump system. Please contact Anglian Water on 03457 145 145 or visit their website for further information.

Total loss of Power in the block please contact National Grid 0800 6783 105 or visit their website for further information.

There is no communal gas supply - If you smell gas please contact Cadent Gas 0800 111999

Kingston Real Estate Block Management are responsible for emergencies to the **communal (shared) areas only.**

If you call out an emergency contractor out of hours and it relates to your individual flat, you will be responsible for the payment of this call out charge. If the emergency is a genuine communal issue it will be paid for from the service charge fund.

If you rent your property out, please ensure you make your tenants aware of this.

N.B. If the property is rented out, you will need to contact your landlord or agent as a matter of urgency .

Any issues involving flat to flat leaks are the responsibility of the owners. You will need to advise the resident in the flat where the leak is coming from and ask them to turn off their water. Insurance information (Leaseholders only), please call the office and this will be provided to you.

KINGSTON REAL ESTATE (PROPERTY MANAGEMENT) LTD ARE NOT RESPONSIBLE FOR DEALING WITH FLAT TO FLAT LEAKS OR ISSUES WITHIN THE FLAT ITSELF.

Any anti-social behaviour emergencies please report to the police on 999 in the event of a Fire call 999