



BLOCK - EMERGENCY INFORMATION

OUT OF HOURS – Tel: 0330 0100 407

REF: KRE250103

If a call out is requested you must quote the reference number above, failure to do so will result in the person reporting being billed.

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.

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.

If you are a tenant in the event of an emergency in your flat you will need to contact your Landlord or Letting Agent or ask them for details of their Emergency Procedures.

Any issues involving a 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.

Total loss of all power please contact **Western Power - 0800 6783 105**

If you smell gas please contact Cadent Gas 0800 111999

Anglian Water - 03457 145145

Any anti-social behaviour emergencies please report to the police on 999

In the event of a Fire call 999

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