



6/7 Market Place
Devizes
Wiltshire SN10 1HT
Telephone: 01380 721368
Email:
propertymanagement@strakers.co.uk

EMERGENCY PROCEDURE

BETWEEN THE HOURS OF 5.00PM AND 9.00AM MONDAY TO FRIDAY

24 HOURS ON WEEKENDS AND BANK HOLIDAYS

STRAKERS DEEM EMERGENCIES TO BE **ONLY**:

FIRE

Telephone:

Emergency Services **999**

Also leave a message on **01380 722995**

SMELL OR LEAK OF GAS

Telephone:

National Gas Emergency Service – **0800 111 999**

SERIOUS WATER LEAK OR OIL LEAK

Telephone quoting Strakers:

R B Poolman - **07841 414006** Or Aspire Plumbing and Heating Ltd – **07917 718000**

or GW Services 07713143201 **or** For properties with oil (not gas) – TD Oil Boiler Ltd Tom Davidge **07539384689**

BROKEN LOCKS WITH NO ACCESS TO YOUR RENTAL PROPERTY

Telephone quoting Strakers:

Lock Smart– **07946 731962 or 01249 811355**

TOTAL LOSS OF HEATING OR WATER (FOR MORE THAN 24 HOURS)

Telephone quoting Strakers:

R B Poolman - **07841 414006 or** Aspire Plumbing and Heating Ltd – **07917 718000**

or GW Services 07713143201 **or** for properties with oil (not gas) – TD Oil Boiler Ltd Tom Davidge **07539384689**

TOTAL LOSS OF ELECTRICITY

Telephone your electricity supplier on their emergency number

ELECTRICAL FAILURES

Telephone quoting Strakers:

MB Bells Limited- **07388 690442 or 01249 569900 or** GW Services **07713143201**

PLEASE NOTE: ALL NON EMERGENCY CALLS MADE OUT OF HOURS AND NON EMERGENCY WORKS CARRIED OUT FROM SUCH CALLS WILL BE CHARGED TO THE TENANT AND WILL BE STRICTLY NON REFUNDABLE (charges up to £150.00 +vat per hour plus parts). LOSS OF HEATING OR WATER OVER NIGHT, BROKEN APPLIANCES AND ANY OTHER ROUTINE MAINTENANCE RELATED MATTERS ARE NOT DEEMED TO BE EMERGENCIES AND SHOULD BE REPORTED TO YOUR PROPERTY MANAGER DURING WORKING HOURS ON 01380 721368

Print Tenant Name..... Tenant Signature.....