

Important information for all david cliff tenants

Emergency contacts

Gas Escape Emergency Only:

If you smell gas or believe that there is a gas escape in the property, please call National Grid Emergency on:
0800 111 999

Emergency Central Heating and Plumbing:

Professional Heating Services

Office: 01344 301232

Mobile: 07827 294825

enquiries@professionalheatingservices.co.uk

Electrical Power Supply to House:

Emergencies only – UK Power distributors
0800 40 40 90

Some properties are covered under British Gas Homecare.

If you are unsure as to whether your property has cover, we would recommend that you call British Gas and give your postcode. They will be able to confirm if Homecare is in place and exactly what is covered.

Freephone: 0800 1077 798.

Only if your boiler has stopped working should you call British Gas Homecare or Professional Heating Services. It is only considered an emergency if you have no hot water or heating, or you are genuinely concerned for your safety. If you have an immersion, we ask that you use this until normal hours resume. If you have a condensing boiler you may have to check the pressure. This may resolve the problem. Please check your fuse board and any fuses before you contact Professional Heating Services. Please also check that the problem is within your property only. If the whole street has lost power, you will need to contact the main electrical supplier for your area.

Please note that washing machine breakdowns are not considered an emergency, as you are able to either hand wash or go to a launderette to complete your washing. Please check filters on washing machines or tumble dryers if you do experience any problems.

Important Note:

Any contractors called out in an emergency will charge a premium rate. If the call out is deemed not an emergency or fault of the tenant through misuse, this could result in the cost being charged directly to the tenant.

If your Landlord manages your property, please contact them directly as normal.