

## Emergency Out of Hours Procedures

If you encounter any property management issues, please report them through Fixflo as your first step. You can access it by following the provided link <https://davidcliff.fixflo.com>

### **FOR EMERGENCIES ONLY**

If you detect the smell of **gas**, it is crucial to contact Cadent Gas **immediately** by calling their designated number. Prompt action is essential for safety.

**0800 111 999**

If you experience a **power cut** and have already **checked** your fuse board **without** resolving the issue, please **report** the outage to your local distributor by calling the appropriate number.

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In the event of an **unmanageable** water leak, it is **crucial** to find and **shut off** the stopcock or mains water tap promptly. You can then **raise** the issue using the **link** provided **above**, and it will be addressed during business hours.

It is recommended that you **refrain** from directly **instructing** a contractor unless there is a genuine **emergency**. The landlord may not approve of other reasons for a service call, which could leave **you** responsible for the **contractor's** fees. For clarity, an **emergency** is defined as a serious maintenance issue that poses a risk to **health** or **safety**.

**Plumber/ Gas Engineer**  
**South East Plumbing and Heating**  
[seplumbandheat@gmail.com](mailto:seplumbandheat@gmail.com)  
**07731 856 029**

**Electrician**  
**Berkshire Electrical and Security**  
[info@berkshires.co.uk](mailto:info@berkshires.co.uk)  
**07511838619**

**Locksmith**  
**A1 Locksmiths**  
**01189 391 000**

*Please note that the information provided above pertains exclusively to **Fully Managed Properties**. If your **landlord** is responsible for **managing** your tenancy, you will need to reach out to them **directly**. For any other enquiries, feel free to email*

*[propertymanagement@davidcliff.com](mailto:propertymanagement@davidcliff.com).*

