

ESTATE MANAGEMENT LONDON

www.emluk.com
+44 (0)20 7930 9333
37-39 Maida Vale
London W9 1TP

WHAT IS/IS NOT AN EMERGENCY:

Situation	Is this an emergency?
No heating	Dependent on the individual circumstance and the time of year
No hot water	No – but we will always try and get a contractor out as soon as possible
No power supply	Yes – if it is a complete loss of power that doesn't affect neighbouring properties
Gas leak	Yes – shut off gas to property and phone National Grid
Carbon monoxide alert	Yes – switch off all appliances, open all windows, and vacate the premises
Smoke alarm beeping	No – this usually indicates the batteries need replacing, which is the responsibility of the tenant's
Fire	Yes – call 999
No water supply	Yes – if there is no running water whatsoever, check if there is a known issue with your supplier
Plumbing leak	Yes – if you cannot contain the leak and it is causing damage
Roof leak	Yes – if the leak is affecting an electrical fitting or causing serious damage
Roof damage	Yes – if it is causing substantial damage to the property or if it is dangerous to people
Gutters/downpipes	No – unless water is entering the building causing major damage or hazardous to people
Blocked sink/basin/bath	No – unless it can be proven that the blockage was not your fault, this is usually the tenant's responsibility
Blocked toilet	Yes – if the property only has one toilet; however unless it can be proven that the blockage was not your fault, this is usually the tenant's responsibility
Locks/doors	Yes – if this makes it impractical to secure the property No – if you have simply lost your keys
Broken windows	Yes – if this makes it impractical to secure the property; unless you can prove the issue wasn't caused by you, this is usually the tenant's responsibility



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Broken cooker	No – this is an inconvenience, however not an emergency
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USEFUL NUMBERS:

SERVICE TYPE	COMPANY	PERSON	TEL #
Office	Estate Management London		0207 930 9333
Utility Suppliers	EDF		08456000102
	British Gas		0800111999
	Thames Water		08459200888
	British Telecom		150
	Police, Fire, Ambulance		999

