

Contact Information for Tenants

Embrace Lettings & Property Management

Monday to Friday 0900 – 1700

Ashleah@embraceproperty.com 02475094040

Emergency & Out of Hours

An emergency is something that could not have been foreseen, and which could cause serious damage to the property such as:

- Severe leaks
- Loss of electrical power or light
- Blockage of your ONLY toilet (If you have caused the blockage you will be liable for the bill)
- Loss of heating or hot water, where there is no other form available
- Broken windows or doors following a break-in. A handy man should only be instructed to temporarily board up the window/make the property safe and should re-attend during working hours to replace glass/doors. You must also report any damage to the police and obtain a crime reference number

You will need to call the Embrace office on the next Business day to advise us of the urgent repair that was attended to. Alternatively, you can email us earlier than this.

If a contractor is called out and this and/or the works carried out cannot be justified, then the tenant will be liable for all costs.

Gas Leak/Smell Gas

British Gas	Emergency Gas Leak no.	0800 111 999
-------------	------------------------	--------------

Plumbing, Boiler & Waterworks

Emergency Plumber	Martin Smith	07720 247247
-------------------	--------------	--------------

Please note: the bill will have to be paid upon call out.

Electrics

DAKS - David Kay	enquiries@dakselectrical.co.uk	02477 360050
------------------	--------------------------------	--------------

Glass Repair

Coventry City Glass	Emergency window boarding	02476 666 555
---------------------	---------------------------	---------------

Locksmith

Keytek Locksmiths		0800 035 0451
-------------------	--	---------------