



Safeguard
Call Handling Services Ltd

WHAT IS AN EMERGENCY?

CALL SAFEGUARD

 **01207 503 293**



Heating & Hot Water

- ! Check your gas / electric supplier to ensure this is not a supply issue.
- ! Make sure your thermostat and boiler are set correctly.
- ! If this is the result of an **F1 boiler error**, please refer to your boiler manual or the manufacturers website.



Plumbing & Leaks

- ✓ No water at all (Check with your water supplier first).
- ✓ A leak that can't be contained.
- ✓ Turn off your water at the stop tap.



Gas Leaks

- ! Call The National Grid Emergency Number immediately **0800 111 999**

- ! Use a mobile phone away from the leak
- ! Turn off gas supply
- ! Open all windows
- ! Do NOT turn on light switches, appliances, hobs or use candles etc.

Drainage Issues

- ✓ Drains blocked so badly you can't use toilets or sinks.
- ! If caused by misuse, you may be charged.

Electrical Failure

- ✓ A complete failure of the electrics affecting your home only.
- ! 1. First check the trip switches, unplug all appliances, reset the trip switches and retry the appliances one by one.
- ! 2. Check for a local power cut.
- 3. Call **105** to report or confirm a local power cut.

Broken Door Locks

- ✓ External door lock failure that leaves your home unsecured.
- ! If caused by misuse, you may be charged.



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**FOR EMERGENCY OUT-OF-HOURS
DEFECTS CALL SAFEGUARD**