

Reporting a Maintenance Problem **Residential Apartment Block Management**

Weekdays – Monday to Thursday 09.00 to 17.30 and Friday 09.00 to 17.00

To report a maintenance problem during office hours please telephone 01473 216 200 and ask for the Property Management Department.

Out of Hours, Weekends and Bank Holidays

To report an emergency please telephone our general maintenance contractor's or a specific contractor as listed below.

Please note that in the event of a contractor being called out to a non-emergency the contractor's costs will be passed on to you.

What is an Emergency?

- Flooding / escape of water – please contact our general maintenance contractors.
- Water supply interruption – if you pay your water supplier directly please contact them in the first instance. If water charges are included within the service charge then there may either be a supplier issue or, if applicable, a pump failure (in which case our general maintenance contractors should be called).
- Lift break down – Please call Eastern Lifts.
- Automated gates stuck in the closed position – Please refer to the onsite manual gate release instructions thereafter call JFH Services.
- Fire alarm activations – Please call 999 in the first instance. If no fire is present please telephone Suffolk Fire Protection.
- Suspected gas leak – any suspected gas leaks should first be reported to Transco on 0800 111 999. If a leak has occurred they will disconnect the supply and thereafter you should contact our office during normal opening hours.
- Drainage issues – please contact our general maintenance contractors.
- **For all other emergencies not listed, please consider the nature of the issue before calling our general maintenance contractors, who will only respond to real emergencies that cannot wait until the next working day.**

Contractor Contact Details

General Property Maintenance	Gordon Greenfield	07984 751 656
Alternative Maintenance Contractor	Michael Wright	07831 639 569
Lift Contractor (Emergency)	Eastern Lifts	08704 325 535
Fire Safety Contractor	Suffolk Fire Protection	07887 870 015
Television Connections / Faults	Needham Market Aerials	01449 721 100
General Electrician	CJ Electrical	01473 276 688
Security Gate Fault	JFH Services	07837 510 499
Recommended Locksmith	Richard Frost	07759 977 544