

## Robert Bell and Company - Out of Hours Emergency Maintenance Guide

For reference out of hours are between the hours of 5.30pm to 9am, Saturday pm, Sundays or Bank Holidays. Thereafter please call our letting offices numbers below.

Issue	What Shall I Do & Who Do I Call?
No Electric	Check it is not a national power cut. Check your fuse box. Switch off lights and appliances which could be triggering the outage. Call the office between 9am and 5.30pm Monday - Friday, 9am to 12pm Saturday.
Water Leaks	Turn off the water. For outside pipes/drains call Ajet Drains - 08000 190215 please quote RBC123. For inside leaks that can't be stopped by the water stop tap - call Agency Maintenance on 07776 448918.
Blocked Drains	If damage is being caused to the property - Call Ajet Drains - 08000 190215 quoting RBC123. Otherwise call in office hours.
Roof Damage	Call relevant office between 9am and 5.30pm Monday - Friday, 9am to 12pm Saturday.
Gas Leak	Leave the property and call National Grid - 0800 111 999.
Carbon Monoxide Alert	Leave the property and call National Grid - 0800 111 999.
Fire	Leave the property and call 999.
No Hot Water	Call relevant office between 9am and 5.30pm Monday - Friday, 9am to 12pm Saturday.
Blocked Sinks / Toilets etc.	It is your responsibility unless you prove otherwise. Call in office hours.
Locks / Door	If you have locked yourself out you can call 4MostLocks on 07989 143937 this service is at <b>your own cost</b> .
Broken / Locked Windows	It is your responsibility unless you prove otherwise. Call in office hours.
Appliances Not Working	Check it is not a national power cut. Check your fuse box. Switch off the appliance. Call relevant office between 9am and 5.30pm Monday - Friday, 9am to 12pm Saturday.
No Heating	Call relevant office between 9am and 5.30pm Monday - Friday, 9am to 12pm Saturday.
Other Maintenance Issue	Call relevant office between 9am and 5.30pm Monday - Friday, 9am to 12pm Saturday.

### Useful Numbers

Lincoln Office	01522 538 888
Horncastle / Woodhall Spa	01507 522 222
Agency Maintenance	07776 448 918
National Grid	0800 111 999
Ajet Drains	08000 190 215
4Most Locks	07989 143 937
ERG 24 Hour Plumbers	01522 302 296
ERG 24 Hours Electricians	08000 385 658

Every effort will be made to attend on same day, however, this cannot be guaranteed.

Please note if you call the emergency line for a non emergency you **will incur a charge of £25.00 + VAT**.