

Out of Hours Emergency

The Management Office has Emergency Call-Out arrangements in place with Balcombe Group Limited for emergencies only. (classified emergencies are detailed below)

If there is an emergency at night between 5pm and 8.30am or over the weekend, please call:

07496 247 365

We request that tenants refer to the guidelines below in referring emergencies to the Management Office. If you call out the contractor and the matter could have been dealt with safely in normal working hours at a lower cost, we may look to you for the difference in cost or the emergency call out charge.

In the event of a break-in, Trinity Estate Office is responsible for the exterior of the property and we will arrange for contractors to secure the property. But if the break-in is shown to be as a result of your negligence such as leaving the keys visible in locks or all locks not engaged-then the cost of securing the building will be added to the tenants account.

FOR THE AVOIDANCE OF DOUBT, WE SET OUT BELOW WHAT WE REGARD AS AN EMERGENCY

- A leak that cannot be stopped and which if not stopped immediately and will cause additional damage to the property. The determination for a leak which is an emergency is the size of receptacle that is needed under it to catch the water and how often you have to empty it i.e. a cup that requires emptying every five minutes is not an emergency, whereas a bucket that requires emptying every five minutes is emergency. In the event of a leak, you should turn off the water supply immediately using the stopcock.
If the leak is coming from above or adjacent property you must try to contact those occupants immediately. Please ensure you familiarise yourself with the location of the stopcock in your property.
- A break-in or accident that leaves the property insecure and where temporary measures are necessary.
- A complete failure of the electrics - telephone your electricity provider to check that the loss of power is not as a result of a general power cut, unpaid bills or failure to a pay connection.
- A breakdown of the heating system at the beginning of a weekend/holiday period where there is a risk of the system freezing.
- If there is a fire at the property you should immediately contact the emergency services on 999 and then call our emergency call out number to advise us of the event.
- If you have a gas leak you should immediately contact National Grid Gas Emergency Service on 0800 111 999.
- Loss of hot water - check the loss of power is not as a result of a local power cut then report to the emergency contractor.