# Diocese of Truro Property Services

# Emergency Out of Hours Contact Information

Between the office hours of 8:30am and 6pm Monday to Friday please email Michael Greet of Savills **on 01872 243255 or email** **mgreet@savills.com**

**Outside of office hours** and where works **cannot be delayed** until office hours for fear of risk to safety/welfare or where the damage poses a risk of serious disrepair to the property, please select from the numbers below:

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| --- | --- | --- | --- |
| **Emergency Type** | **Name / Company** | **Contact Number** | **Hours of Contact** |
| Electric, Gas, Plumbing, Heating, Hot Water | W T Flockhart | 01208 811646 | 24 hours |
| Tree  | Woodsmiths | 07879 999064 | 24 hours |
| Security (locksmiths) | South West Locksmiths | 0845 4 756 257 | 24 hours |
| Sewerage/drainage  | South West Drains | 0800 8 247 248 | 24 hours |

The Board will normally bear the cost of call outs unless you are responsible for the work under the terms of your occupancy. You will be deemed responsible if a) the problem has been caused by inappropriate use of the property (e.g. blocked drains from putting nappies down the lavatory) or b) the problem is not a genuine emergency.

In case of fire, **please call 999** to request the fire service and inform the Property Department as soon as possible. If the issue relates to network power/South West Water supply to your property please call the network provider (details below).

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| Electricity | Western Power Distribution | 0800 365 900 | 24 hours |
| Gas  | National Gas Emergency Service | 0800 111 999 | 24 hours |
| Water | South West Water | 0800 169 1144 | 24 hours |
| Flood | Environment Agency (floodline) | 0845 988 1188 | 24 hours |