# Diocese of Truro Property Services

# Emergency Out of Hours Contact Information

Between the office hours of 8:30am and 6pm Monday to Friday please contact Savills:

**Katie Treseder:** 01872 243274 katie.treseder@savills.com

**Michael Greet:** 01872 243255 mgreet@savills.com

Savills, 73 Lemon St, Truro TR1 2PN

T: 01872 243253

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 to serious disrepair to the property, please select from the numbers below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Emergency Type** | **Name / Company** | **Contact Number** | **Hours of Contact** |
| Electric, Gas, Plumbing, Heating, Hot Water | Flockhart Solutions | 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 |
| Pests | ADM Pest Solutions | 0800 999 2922 | 24hrs |
| Other (not falling in to the above) | JDS | 07875 222 057 | 24hrs |

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

For fire, please call 999 to request the fire service and inform Savills 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 |