

For further information please contact:



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twgaze

Residential Lettings

Emergency guidelines for tenants

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let@twgaze.co.uk
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Welcome to your new home

This leaflet provides important contact details for emergency situations.

EMERGENCY CONTACT DETAILS – OUT OF OFFICE HOURS

At TW Gaze, we understand that emergencies can happen at any time. To assist you in resolving issues quickly and efficiently, we've outlined the relevant emergency contacts for **outside our office hours**.

Property Management Office Hours:

Monday to Friday: 09:00 – 17:30

Saturday: 09:00 – 12:00

Closed on Sunday & Public Holidays

TW Gaze Office Contacts:

TW Gaze, Diss: 01379 650 476

TW Gaze, Wymondham: 01953 423 188

TW Gaze (Out of Office Hours - Texts Only): 07584 501 036

Email: Let@twgaze.co.uk

For Emergency Call-Outs Outside of Office Hours:

If you encounter a genuine emergency **outside of office hours**, please notify us **immediately** by sending a text to **07584 501 036** or emailing Let@twgaze.co.uk. These are regularly monitored, and we will respond as quickly as possible.

FOR TENANTS IN MANAGED PROPERTIES:

If you're experiencing an emergency, please contact the **relevant emergency service** directly. Below is a list of essential contacts for various emergency situations:

GAS EMERGENCY

If you smell gas or suspect a leak, **call CADENT immediately:**

0800 111 999

Open all windows, turn off the gas supply, and leave the property while awaiting an engineer.

WATER / DRAINAGE EMERGENCIES

Turn off the water supply at the stopcock if possible.

Anglian Water (General): 0800 0771 881

Anglian Water Sewerage: 0800 145 145

Essex & Suffolk Water: 0845 782 0111

Septic Tank Blockages (Diss Area): M Gaze: 01508 548 543

PLUMBING EMERGENCIES

Turn off the water supply at the stopcock to avoid further damage.

Boiler/Hot Water & Plumbing Failures

Diss area: Else Heating & Plumbing: 07787 854923 / 01379 688183

Wymondham area: Wymtek Heating: 07496 873 882

ELECTRICAL EMERGENCIES

Total Power Loss (Area-wide): UK Power Networks:

0800 028 0247

Electrical Faults: Styne Electrical: 0780 860 9896

SECURITY EMERGENCIES

Broken Locks / Security Issues: South Norfolk Locksmiths:

07919 152960

What is considered an emergency?

No heating or hot water (Use an electric immersion heater if available)

Boiler breakdown

Leaks or flooding

Damage caused by burglary or fire

Electrical tripping (after checking the fuse-board)

What is NOT considered an emergency?

Breakdown of electrical appliances

A blocked toilet (unless it's your only toilet)

Blocked drains (Attempt to clear blockages with standard products first.)

Call-outs for blockages caused by food waste, cooking fats, hair, etc)

Be sure to contact the appropriate service for genuine emergencies

only to avoid unnecessary charges. If the property is insured under a Homeserve Style protection policy, this should be your first point of contact.

Thank you for helping us serve you better!

TW Gaze Property Management Team

Your comfort and safety are our priority.