

## WHAT TO DO IN A PROPERTY EMERGENCY

### **Police/Fire/Ambulance and emergency services**

- Call 999

### **You smell gas**

- Don't use electric switches or naked flames.
- **Leave the property.**
- Free call (UK numbers) the National Grid – gas emergency hotline on 0800 111 999 and follow their instructions.

### **A pipeline is struck or damaged**

- If a pipeline has been struck, even if there is no gas leak you must report the event to the National Grid gas emergency hotline on 0800 111 999.

### **Electricity emergency**

- Free call (UK numbers) the National Grid electric emergency hotline on 0800 404 090 and follow their instructions.

### **Your smoke alarm goes off**

- If you don't know why the alarm has gone off you should see if there are any obvious signs of fire from a safe distance, evacuate the property and call 999 for help.
- If you know why the smoke alarm has gone off, for instance burnt food, and there is no obvious fire, you should open as many windows and doors as you can to let the smoke escape. Make the situation safe and turn the alarm off.

### **Your carbon monoxide alarm goes off**

- Open as many windows as you can.
- Turn off all fuel-burning appliances.
- **Leave the house.**
- If you feel unwell, seek medical advice.
- Faulty gas appliance? Call the National Grid – gas emergency hotline on 0800 111 999.
- Faulty oil appliance? Call OPTeC on 01473 626 298.

## **YOU CANNOT SMELL CARBON MONOXIDE FUMES, THEREFORE YOU MUST IMMEDIATELY TAKE ALL PRECAUTIONS IF YOUR ALARM GOES OFF.**

### **Emergency Call Outs**

If you have a genuine emergency, and the above does not apply, please call **Northcote Plumbing and Electrical on 020 7738 2814 or 07832 609 628**. If it is deemed to not be a genuine emergency, then you will be responsible for payment of the call-out.