

EMERGENCY CONTACTS

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LIFE-THREATENING EMERGENCIES

Fire, medical emergency, serious crime in progress, serious injury

or 112 (works across Europe)

999

Levin & Whitmore — 24/7 property emergencies

0141 255 0742

For: water leaks, power failure, security breaches, structural damage, heating failure in winter

Utility emergency numbers

Gas leak (National Grid)	0800 111 999
Electricity (Power cut)	105 (free nationwide)
Scottish Water	0800 0778 778
Thames Water (London)	0800 316 9800
United Utilities (NW England)	0345 672 3723

Specialist services

Police (non-emergency)	101
NHS non-emergency	111
Scotland Flooding Helpline	0345 988 1188
Environment Agency (floodline)	0345 988 1188
HSE Incident Contact Centre	0345 300 9923
National Anti-Terrorism Hotline	0800 789 321

Reporting an incident to us

After you have dealt with the immediate emergency, call us on 0141 255 0742. We need to know what happened so we can co-ordinate contractors, notify the landlord and insurers, and ensure nothing gets missed. Even if you've "handled it" — please still let us know.

What to tell us when you call

- Your name and the property address
- What has happened
- When it happened
- What action you've already taken
- Any immediate risks to people or property
- A phone number we can call you back on

Out of hours

The main office line (0141 255 0742) is diverted out of hours for genuine emergencies. Non-urgent matters should wait until the next working day. If the line is busy, please leave a voicemail — we monitor it continuously.

Keep this sheet in a prominent, visible location on your premises — ideally near the main entrance and by any phones.