

# Emergency Out of Hours

for managed tenants only

Please see below the new contact details for our out of office hours emergency contractors.  
Please keep this information safe and to hand.

**\*\* PLEASE ONLY CALL IN THE CASE OF EMERGENCIES AND  
WHEN THE OFFICE IS CLOSED \*\***

## GENERAL

### YOUR PROPERTY MANAGER - DIRECT LINE

Eddie Carter 07929 859667

**We stress that these numbers are for out of hours emergencies only.**

If you find yourself with a water leak then the first thing to do is turn off your mains water supply at the stop tap. If you find yourself with a gas leak then the first thing to do is turn off your mains gas supply. If you find yourself with an electrical issue, then please turn off your main electrical supply or isolate and turn off on your fuse box. *(all locations are shown on your inventory).*

If you have an emergency during office hours please call the office on:  
**01684 292154 / 01905 388776**

Or for general non-emergency maintenance issues please complete the General Maintenance Request form on our website and we'll be happy to help. The online form can be found here:

**[www.charlescarterlettings.co.uk/tenants/general-maintenance-request](http://www.charlescarterlettings.co.uk/tenants/general-maintenance-request)**

## GAS & WATER

### A SELECT HEATING & PLUMBING

Tel: 01905 20186  
Mob: 07785 707553



## ELECTRIC

### ALPA ELECTRICAL

Mob: 07728 893299



### Office opening times:



Monday to Friday 9.00am-6:00pm  
Saturday 10:00am-2:30pm  
Sunday - Closed



**charlescarterlettings.co.uk**

#### Worcestershire

01905 388776 / 01386 426183

#### Gloucestershire

01684 292154 / 01242 279666

#### Herefordshire

01886 853676

56 Basepoint Business Centre

Oakfield Close

Tewkesbury

GL20 8SD

Email: [info@charlescarterlettings.co.uk](mailto:info@charlescarterlettings.co.uk)