



Out of hours **EMERGENCY ASSISTANCE ONLY**,
please call Safeguard:

01207 503 293

Please note that calls to this number will be charged at your normal network rate

WHAT CONSTITUTES AN EMERGENCY?

- Total loss of heating or hot water system
- Total electrical failure - (check it isn't a supplier issue affecting your street – if it is, call the network operator number **105**)
- No access to running water or total loss of all cooking facilities
- Uncontrollable water leaks
- Inability to secure the property (external doors)
- Drain blockages that result in foul water ingress, or if there's no working toilet

IN THE EVENT OF A SUSPECTED GAS LEAK:

- For National Grid supply:
0800 111 999 or
For Flo Gas supply:
03457 200 100, then
- Turn off gas supply and open all windows
- Do not make flame or turn on lights, appliances, etc
- Make calls on a mobile away from the gas leak (outside if possible)
- Contact Safeguard once the suspected leak has been checked or made safe by National Grid

Our offices are closed from **23 December 2025**,
reopening 5 January 2026

For general defects or snagging, please log on the MyGleeson portal and we will review them in the New Year.