



Property Letting & Management
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West Yorkshire, LS6 1AS
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Company Number 04874468

Out of Hours Emergencies

If you have an urgent maintenance issue outside of normal office opening hours, there is an emergency service you can use.

Tenants should use this service when the office is closed, for urgent maintenance issues that cannot wait until the next working day.

Do not use this service for calls of a non-urgent nature. Stone House Properties use independent companies to provide this service. If the service is called for issues of a non-urgent nature, the tenant will be charged the cost of **£22.50** per telephone call or **£85.00** for a visit to the property.

We do not want to charge anyone unnecessarily, so please refrain from using this service unless it is of a truly urgent nature. For example, a broken boiler is very frustrating but being without heating and / or hot water overnight is not deemed urgent. If, however, it is extremely cold and the office is not going to be open for more than 24 hours (e.g. on a Friday or during holiday periods), you may call for assistance.

Do not call this service to enquire about opening times, viewings, check rent payments, etc.

Do not call this service during normal office opening hours, which are Monday to Friday 9.00 to 17.00hrs (Saturday is by appointment only).

Do not call the wrong number. There are two numbers, as below. Please be sure to contact the correct number for your needs.

For urgent issues regarding heating call 0773 983 2941

For other urgent issues call 07387110124

