

## **Emergency List for New Homeowners**

### **IMPORTANT NOTICE:**

In the light of Coronavirus situation, all our Sales Centres are now temporarily closed until further notice.

Should you need any further assistance, please contact our Head Office Monday to Friday from 9am to 5pm on 01406 380532.

Alternatively, email us at [info@broadgate-homes.com](mailto:info@broadgate-homes.com)

**This list is for use when you are unable to contact a Broadgate Homes Sales Office or Head Office.**

Should you use the emergency numbers please be aware that for any call out found not to be classed as an emergency, it is likely that the contractor will charge the homeowner a call out fee and the cost of the repairs. Therefore, this charge will not be covered by Broadgate Homes.

### **What we would class as an emergency:**

**Water leaking via ceilings/walls** - not from a shower that need not be used until it can be attended to in normal working hours.

**No heating in the cold weather**

**Major electrical fault to the property** – please be sure you have checked all appliances to eliminate any faulty connections which could be causing the problem.

**Broadgate Homes Ltd will not reimburse you for any cost incurred should you call a private company out to attend or if you are charged by our contractor.**

### **Plumbing / Heating – Tony Houghton Ltd**

**01775 841474**

**07971 016186**

### **Electrical – D & T Electrical Services**

**07889 649266**

**07889 649263**

*Please note that these emergency contact details are provided for new homeowners i.e. those that are in the period of two years after completion and within the Broadgate guarantee period. Should you no longer be in the guarantee period and use the above contact details please be aware that contractors will charge you a call out fee / costs incurred.*