

Useful Contacts

Customer Contact Centre

0800 678 1894

National Emergency Gas Leak Number – 24 hour

0800 111 999

United Utility Emergency Water Leaks

0800 330 033

Citizens Advice Bureau (CAB)

www.citizensadvice.org.uk

The Leasehold Advisory Service

The Leasehold Advisory Service is funded by Government to provide free advice on the law affecting residential leasehold property in England and Wales.

The LEASE Advisory Guides provide detailed advice on the main issues that affect leasehold property. They are written, and regularly reviewed, by a team of professional legal advisers. Please remember that these are guides only, and are not a substitute for personal legal advice.

70-74 City Road, London, EC1Y 2BJ. Tel: **020 7490 9580** Web: www.lease-advice.org

First-Tier Tribunal (Property Chamber Residential Property)

You can apply to the First-Tier Tribunal (Property Chamber - Residential Property) if you're a landlord, tenant, freeholder or leaseholder. The cases you can apply for include:

- Leasehold disputes and Leasehold management
- Service Charges
- Leasehold enfranchisement
- Lease variations

First Floor, 25 York Street, Manchester, M1 4JB.

Tel: **0845 600 3178** Web: www.rpts.gov.uk

Liverpool City Council

You can access all council services including bin collections, pest control, council tax and planning via the City Council website or contact number below.

Tel: 0151 233 3000

Web: www.liverpool.gov.uk

Buildings Insurance

If you need to make a claim on the building insurance policy, please contact the claims department at Arthur J Gallagher Housing using the following contact information:

During office hours: **01245 341200**

In the event of an incident out of office hours, you should take whatever action is necessary to prevent further damage. If the damage is catastrophic, where the cost of loss is likely to exceed £5,000 or where the property can no longer be occupied, please immediately contact the nominated Loss Adjuster, QuestGates on telephone number 0845 070 9500

Please note that there is an excess payable of £100 on all insurance claims.