



## **EMERGENCY SUPPORT**

In the event of a problem during your stay you can call the number below for assistance.

This number below is an emergency number only, we will not come out for the following type of scenarios. Emergency call outs are triaged via our on call property manager.

- Blown bulbs
- Wi-Fi issues
- TV/Internet issues
- Non essential appliance failure such as tumble dryers or toasters

If the situation is an emergency we will visit the property at the earliest opportunity or send a relevant tradesman. Loss of power, heating and hot water issues will be as soon as Possible.

We ask that when issues arise you give our property managers time to act. If the property manager is already on another call you may need to leave a voicemail, if so, please state the following information on the call.

1. Your name and contact number (must be a UK mobile)
2. Name of the property and town / village / location
3. A brief overview of the problem ie No heating upstairs

If you lock yourself out you need to give us time to act. Some properties only have one set of keys and we may need to get a locksmith out to help. If this happens you may be liable to pay for this.

Thank you, and we hope you enjoy your stay

Cotswold Property Services Ltd

Phone: 07432 831492

Email: [info@cotswoldpropertyservices.com](mailto:info@cotswoldpropertyservices.com)