



GROSVENOR PROPERTY MANAGEMENT

Out of Hours Emergency Procedure

Background

Grosvenor manage about 500 residential & commercial properties and public spaces across Mayfair & Belgravia. Each property is allocated to a Property Manager, who is the single point of contact for customers within that property. Property Managers are available during standard office hours, Monday to Friday, excluding Bank Holidays.

Procedure

- 1) In the event of an incident that requires the emergency services always call 999 immediately.
- 2) For property related emergencies contact the relevant organisation:

Emergency	Organisation	Contact
Gas leak	Cadent (National Grid)	0800 111 999
Electricity outage	UKPN	0800 316 3105
Lift entrapment	Jackson Lifts	0208 305 0927

- 3) Always contact Grosvenor:
 - In office hours - contact your **Property Manager**.
 - Out of hours (or in the event you cannot contact your Property Manager) - contact our dedicated emergency contact number **020 7312 0011**.

Escalation

Our dedicated emergency contact staff are trained to handle most property related emergencies. If they require additional assistance, they are to escalate to the senior member within the Service Performance team and/or Property Management team.

Team	Senior Member	Contact	Email
Service Delivery Team	George Masterton	07984034101	George.masterton@grosvenor.com
	Simon Lewis	07557856253	Simon.lewis@grosvenor.com
	Andrew Creamer	07791870285	Andrew.creamer@grosvenor.com
Property Management Team	Simon Mantle	07867552694	Simon.mantle@grosvenor.com
	Euan Mylne	07879607897	Euan.milne@grosvenor.com
	Nick Jones	07813361223	Nick.jones@grosvenor.com

The relevant Property Manager should always be informed.

Communication of procedure

There are two circumstances when this policy is emailed to customers when Grosvenor commences management of their property:

- A new property management instruction.
- New customer moving into a property via assignment, subletting or other means.