



Out of Hours Procedure & Emergency Contact Policy 2025

Purpose

This policy outlines the procedure for handling emergencies and urgent issues that occur outside of our normal office operating hours.

It is designed to ensure that residents and leaseholders can access prompt support in the event of an emergency relating to their block or communal areas.

Office Hours

Our standard office hours are:

Monday to Friday, 9:00 AM – 5:00 PM

During these hours, all queries and maintenance issues should be reported directly to our main office team.

Out of Hours Emergencies

If you experience an emergency outside of our regular office hours—such as evenings, weekends, or public holidays—please follow the procedure below to access immediate assistance.

Step 1: Contact the Out of Hours Support Team

In the event of an emergency outside office hours, please call:

 0207 111 7755

This number will automatically redirect you to our Emergency Out of Hours Support Team.

Step 2: Alternative Contact Number

If for any reason the above number does not connect or fails to divert:

 Please call 0161 938 5921

This is our secondary emergency contact line and is monitored during all out-of-hours periods.

What Constitutes an Emergency?

Examples of emergencies include, but are not limited to:

- Fire or risk of fire
- Major water leaks or flooding
- Total loss of power or heating (in communal areas or entire building)
- Lift entrapments or complete lift failures
- Break-ins, vandalism, or damage compromising security
- Health & safety hazards in communal areas

Please do not use the emergency numbers for routine or non-urgent matters. These should be reported during normal office hours.

Non-Emergency Issues

For all non-urgent repairs, maintenance, or general enquiries, please contact us by:

 Email: enquiries@ftjresidential.com

 Phone (during office hours): **0207 111 7755**

 Online Portal: www.ftjresidential.com

Review and Responsibility

This Out of Hours Procedure will be reviewed annually or following a significant incident. It is the responsibility of all staff and residents to be familiar with and adhere to this policy.