



University
of London

Bernard House, 169 George Street, W1H 5LA

Your Out of Hours Cover

**Student
Homes**

There is support in place for you if you experience one of the problems below outside of our office hours.

- ❖ Problems with the boiler i.e. no hot water or if the Central Heating has stopping working.
- ❖ Any Leaks – i.e. from pipes, taps, the toilet, sinks in the property, or the bath. If water is leaking through the ceiling please speak to the tenants in the flat above your own to check they haven't left a tap running, and contact the Out of Hours team for further advice.
- ❖ Total loss of power (please check that a fuse on the fuse board doesn't just need resetting before you contact the out of hours team).
- ❖ Your key has stopped working in the communal door or your flat door/the locks aren't working.

You can use this cover to get support when/should you need to free of charge: please do make use of it if you encounter one of the problems above.

To get assistance please call: 0870 700 7700 (Available from 6.30pm – 8.30am on weekdays, available 24 hours at weekends and on bank holidays). You'll need to let the advisor you speak to know your address.

Please report all instances where you need to use this cover to the University of London Student Homes Team so any follow up work can be arranged: student.homes@london.ac.uk

Tel: 020 7664 4836