

## Contact information

If you have a maintenance issue please email

[maintenance@theroostgroup.com](mailto:maintenance@theroostgroup.com)

Please give your address

If you have an emergency – gas, electricity, water or fire alarm

Please call 07956 201549 (24 Hours)

For fire, police or ambulance please call 999

In the event you lock yourself out and need us to give you  
access the following charges apply

Mon-Fri 8am - 4.30pm £25 cash

Lost keys are charged at £15 per key

(Immediately payable to the person who lets you back in)

Outside of these hours you will need to call out a locksmith

ALL OF OUR PROPERTIES OPERATE A NO SMOKING POLICY,  
A FINE OF £50 IS PAYABLE IF YOU OR YOUR GUESTS  
ARE CAUGHT SMOKING