

Useful Contact Details

Drake & Co office opening hours:
Monday-Friday: 9:30am-5pm
Saturday: 10am-1pm
Sunday and Bank Holidays: Closed

Service	Contact Details	Website
Drake & Co	0161 224 2134 / info@drakes.co.uk	www.drakes.co.uk www.drakes.co.uk/tenants/tenantadvicehub-dcmcr2134/
Bills Paid Limited	info@billspaidltd.co.uk	www.bills-paid.co.uk
Drakes' Emergency Out of Hours Contact*	0161 224 2134	www.drakes.co.uk/tenants/out-of-hours-emergencies
Emergency Police/Fire/Ambulance	999	www.gmp.police.uk/contact/af/contact-us/
Police Non-Emergency	101	www.gmp.police.uk/contact/af/contact-us/
NHS Non-Emergency	111	www.nhs.uk/111
Cadent (if you smell gas)	0800 111 999	www.cadentgas.com/help-advice/frequently-asked-questions/emergency
Electricity North West (if there is an area-wide power cut)	0800 195 4141	www.enwl.co.uk
United Utilities (for problems with water supply)	0345 672 2888	www.unitedutilities.com
Manchester City Council	0161 234 5000	www.manchester.gov.uk
Environmental Issues, Bins, Rubbish and Recycling	0161 234 5004	www.manchester.gov.uk/info/100006/environmental_problems www.manchester.gov.uk/info/200084/bins_rubbish_and_recycling
Manchester City Council Tax	0161 234 5002	www.manchester.gov.uk/info/500334/students
Manchester Student Homes	0161 275 7680	www.manchesterstudenthomes.com/contact
The Property Ombudsman	01722 333306	www.tpos.co.uk
Tenancy Deposit Scheme	0300 037 1000	www.tenancydepositscheme.com

***If you are a tenant in need of emergency assistance out of office hours, please call 0161 224 2134 and listen for the contact number(s) listed on our voicemail. You must follow the instructions on our website "[Out of Hours Emergencies](#)".**
A charge will apply if the emergency call out is due to tenants' negligence (e.g. if you are locked out and do not have your keys), this must be paid directly to the contractor **either prior to or upon their arrival** (prices at the contractor's discretion).