



Dear LDE Tenants,

Lake District Estates are firmly committed to providing a robust and effective emergency out-of-hours service to all our tenants, as we have done for many years.

Following a review, we have updated our procedures to ensure we continue to provide a reliable and sustainable out-of-hours service and are very pleased to advise that we will now be providing our out-of-hours service via LRM Security, who we have welcomed on board as an asset to our team.

LRM are a local company in South Lakes and has many years of experience dealing with emergency call-outs and maintenance, looking after a variety of clients during unsociable hours, and we are very confident that they will allow us to continue to offer a robust level of service to you.

All emergency calls that are made to our reception between the hours of 5pm and 9am, plus weekends and bank holidays, will automatically be transferred to LRM Security personnel. They will triage the calls and arrange emergency visits as required. They will send us detailed reports on all call-outs, so please rest assured that we will be aware of all issues and will arrange any further repairs and visits ourselves within office hours, following any call-out.

The process for tenants will remain the same, so you will still need to call 01539 721626 and press option 2 for an emergency call-out, where you will be redirected to LRM Security personnel. During office hours (Monday to Friday 9am to 5pm), you will still need to call 01539 721626 and report all emergencies to reception please. Should your call not be answered immediately, please leave a voicemail message as calls are monitored regularly and will be picked up by the appropriate member of the property team, who will deal with your request. For non-emergencies, please email your request to property@lakedistrictestates.co.uk.

Thank you for your cooperation, and we welcome any feedback that you have on the new service.