

# Contacting the Estate Management

The answers to many common questions about life at Watchfield are covered on this website under Frequently Asked Questions - FAQs

However, if you have a problem in your flat, or you would like to report a security issue, or if you have ideas about improving life at Watchfield, and you would like to talk to someone, please contact the Estate Manager or one of the Estate Team.

**During normal office hours, you can telephone Nigel, our Estate Manager on 020 8994 0869 or on 07388 172 392.**

**Or you can email him at [watchfieldestatemanager@outlook.com](mailto:watchfieldestatemanager@outlook.com).**

You can visit him in the Estate Office but bear in mind that he is often out and about on the estate so it's best to phone him first.

In an emergency, you can call him outside these hours, and he will probably be able to help you. If he is unavailable, your call will be transferred to Tyrone, our Head of Maintenance.

If neither Nigel nor Tyrone are immediately available to help you, then our property managers, Faraday, also provide an out of hours emergency contact number through their maintenance company.

**They are Aduvo – call them on 020 3370 9332.**

So most emergencies should be resolved.

Examples of emergencies may include having a serious escape of water in to your flat or if you have security concerns.

However, bear in mind that being unable to enter your flat at 4 o'clock on a Sunday morning because you have mislaid your key, or having seen a mouse, (both real examples) are probably not a sufficiently serious emergency to warrant immediate emergency attention. Stay calm.