



LET-BUY-INVEST PROPERTIES

Important Numbers for Tenants

© 2026 Let-Buy-Invest Properties Ltd. All rights reserved. This document is confidential and proprietary to Let-Buy-Invest Properties Ltd. No part of it may be copied, reproduced, distributed, or transmitted in any form without prior written permission.

Keep this page handy — on your fridge, by the door, or saved in your phone. It brings together the numbers you're most likely to need, from a genuine emergency to everyday questions about your tenancy.

In an Emergency

Who	When to Use	Number
Police, Fire, Ambulance	Life-threatening emergency, fire, or crime in progress	999
National Gas Emergency Service	You smell gas, suspect a gas leak, or a carbon monoxide risk	0800 111 999
Power Cut / Electrical Emergency	Total loss of power, or an electrical emergency	105

Non-Emergency Help

Who	When to Use	Number
Police (non-emergency)	To report a crime that isn't happening right now	101
NHS (non-emergency medical advice)	Medical help that isn't a 999 emergency	111
Fire Brigade (non-emergency, London)	Fire safety advice or a non-urgent enquiry (Mon–Fri, 8.30am–5pm). Outside London, check your local fire service's website.	020 8555 1200
Water Supplier	Burst pipe or water emergency — check your water bill or supplier's website for your local number	See your bill

Moving In — Energy Suppliers

When you move in, contact the gas and electricity supplier for your property with your meter readings to set up your account. If you're not sure who supplies your property, ask us, or use the Find My Supplier tool at findmysupplier.energy — don't assume it's one of these five, as there are many suppliers in the UK.

Supplier	Number
E.ON / E.ON Next	0808 501 5200
EDF Energy	0333 006 9950
British Gas	0333 202 9802
Southern Electric (now part of OVO Energy)	0330 303 5063
Octopus Energy	0808 164 1088

Let-Buy-Invest Properties

Who	When to Use	Number
Let-Buy-Invest Properties	Repairs, complaints, or any question about your tenancy or placement (24 hours)	0800 158 3548
Email	info@let-buy-invest.co.uk	
Complaints & ASB Handler	Jelena Nasi — jelena.nasi@let-buy-invest.co.uk	
Property Redress Scheme	If you remain unhappy after our final response	propertyredress.co.uk

Support & Advice

Who	When to Use	Number
Samaritans	Free, confidential emotional support, any time, day or night	116 123
National Domestic Abuse Helpline	Free, confidential support if you are experiencing domestic abuse (24 hours)	0808 2000 247
Shelter Emergency Helpline	Homeless, at risk of losing your home, or facing abuse/harm at home	0808 800 4444
National Suicide Prevention Helpline UK	Support if you're having thoughts of suicide (6pm–midnight, every day)	0800 587 0800
SHOUT	Free, confidential 24/7 text support if you're struggling to cope	Text 85258
Mind Infoline	Information and support for mental health problems (Mon–Fri)	0300 123 3393
Victim Support	Free, confidential support for victims and witnesses of crime (24 hours)	0808 168 9111
StepChange Debt Charity	Free, confidential debt advice	0800 138 1111
Turn2us	Help finding benefits and charitable grants if you're struggling financially	turn2us.org.uk

Who	When to Use	Number
Citizens Advice	Free, independent advice on money, benefits, and housing	citizensadvice.org.uk

Placing Councils

If you're a temporary accommodation tenant, here's the main number for the councils we most commonly work with. If your council isn't listed, use the number or website on your offer letter or Council Tax bill instead.

Council	Number
Lambeth Council	020 7926 1000
Croydon Council	020 8726 6000
Southwark Council	020 7525 5000
Lewisham Council	020 8314 6000
Milton Keynes City Council	01908 691691
Enfield Council	020 8379 1000
Newham Council	0208 430 2000
Redbridge Council	020 8554 5000
Waltham Forest Council	020 8496 3000

A Few Notes

- For Council Tax or anything specific to your local council, use the number in the Placing Councils table above if listed, or check your Council Tax bill or offer letter otherwise.
- If you're a temporary accommodation tenant and need to report an issue with your placement, please contact Let-Buy-Invest Properties first — see our Complaints Handling Procedure for what happens next if you're not satisfied with our response.
- If you or someone you know is in immediate danger, always call 999 first.