Monday 16th November 2026.

Dear Colleagues,

Following a recent incident at a school site, we would like to remind all schools of the importance of reporting property related emergencies by **telephone** and not by email.

Where there is an immediate risk to people, property, or assets, schools should contact the appropriate emergency service or utility provider in the first instance and then notify the Property Help Desk Team by telephone.

Examples of emergencies include:

- Suspected gas leaks
- Flooding or significant water ingress
- Fire or smoke incidents
- Loss of essential services affecting health and safety
- Structural concerns presenting an immediate risk
- Any situation where there is a potential danger to occupants or the building

Please do not rely on email to report emergencies. Emails may not be seen immediately, and delays can occur due to system issues, staff availability, or service disruptions.

Emergency property issues must be reported by telephone to the Property Help Desk Team on **01670 624843** and should not be reported by email.

For non-urgent property issues and routine maintenance requests, please contact the Property Help Desk Team by email at **propertymaintenance@northumberland.gov.uk**

Thank you for your support in ensuring that urgent health and safety matters are reported through the appropriate channels to enable the quickest possible response.

Kind Regards,

Sarah Dodds
Integrated Services Manager