



Priority Services

We can all benefit from a bit of extra support at some stage in our lives. This could be due to age, ill health, disability, financial worries, or young dependents. Priority Services are free of charge and could help you and your family through additional support from us

What is the Priority Service Register?

If you would like to register for Priority Services, please contact us on 0345 122 6786.

We will use your information to:

- Register you for our Priority Service Register; we may share that data with your water and/or electricity suppliers, local authority and emergency services
- Ensure that you are provided with the ongoing support you need in an emergency, bad weather and during planned interruptions both on site and through our customer services teams.

Password Scheme

To help you identify that our employees and contractors genuinely work for us when they knock on your door, we offer a password scheme to help protect you against bogus callers. If you would like to set up a password please contact us on 0345 122 6786.

Bogus Callers

We want you to feel safe so if you are unsure if a caller is from Leep or attending on behalf of Leep please contact us on 0345 122 6786 to check their identity.

All our visits to your home will be made by properly trained employees and will follow a strict code of practice.

Top tips to protect against bogus callers:

- Keep your door locked or on a chain and look to see who is calling before opening it
- Ask to see the callers ID. Make sure the caller is genuine by calling us on 0345 122 6786
- You are perfectly within your rights to refuse entry until you have validated the caller's entry and our people are trained to expect this
- It's ok for you to ask the caller to leave if you are not completely satisfied that they are genuine. If the visit is legitimate, the caller will always be happy to re-schedule the appointment once you are happy
- If the caller insists they need access to your home immediately or before you have carried out necessary checks, call the police immediately

If you have any doubts about whether a caller is genuine, do not let them into your home.

Your Data

In registering for priority services, you are sharing personal data with us and we take this very seriously. To find out more about how we handle your data, visit our [Privacy Notice](#).