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SMART TOOLS

HOUSEHOLD EMERGENCY INFORMATION SHEET

Everything someone else would need if you could not tell them

- ✓ Contacts, utilities and where things are
- ✓ Documents locator (where, not the numbers)
- ✓ A page for whoever is covering for you
- ✓ Printable and fill-in by hand

PEOPLE

Contacts and who to call

EMERGENCY NUMBERS

999 is for life-threatening emergencies. **NHS 111** can check your symptoms and tell you what to do (NHS, checked 18 October 2026).

PEOPLE

Name	Relationship	Phone	Holds a key?

SERVICES

Service	Name / company	Phone	Account or policy number

Services to list: GP, dentist, school, vet, employer, landlord or agent, home insurer, car insurer, boiler service.

Utilities and where things are

WHERE TO FIND

Item	Where it is	Notes

Items to list: water stopcock, gas shut-off, electricity fuse box or consumer unit, boiler, spare keys, alarm code location, loft access, bin days, smoke alarm batteries.

SUPPLIERS

Supplier	What for	Customer reference	Meter location

Documents locator and cover notes

DOCUMENTS: WHERE THEY ARE KEPT

Document	Where it is kept	Who knows

Examples: passports, birth certificates, tenancy or mortgage papers, insurance policies, will, vehicle documents, bank statements, medical letters. **Do not write passwords, PINs or full card numbers on this sheet.**

IF SOMEONE IS COVERING FOR YOU

What needs doing	How often	Notes

Review this sheet every six months, and after any move, change of provider or change of contact.

General information only, not professional advice. Facts checked against the pages listed in sources.md on 18 October 2026.

Rules change: check the page before you act.