

EMERGENCY REPAIRS

Please note that to contact the Trust out of office hours with matters requiring urgent attention you should phone:

FREephone 0800 038 8380

IMPORTANT: Gas leaks at any time should be reported directed to Transco on 0800 111 999 immediately.

The Trust's emergency (out-of-hours) service operates whenever the office is closed. It is costly to send out a trades-person and we therefore ask that you only call the above number for genuine emergencies.

A genuine emergency is defined as a danger to life or limb or where there is a serious risk of considerable damage to the property.

Emergency repairs include:

- Total loss of electricity
- Burst water pipes
- Loss of water supply/hot water
- Total failure of central heating (between October and April) □ Blocked WC where there is only one WC in the property.
- Restore flush to WC where a tenant is unable to flush with a bucket
- Roof leaks
- Make safe dangerous roof slates/chimneys
- Board up or reglaze windows for safety or security
- Blocked sewers

The Trust will deal with these repairs, wherever possible within 24 hours. If the operative is called out after the office has closed, he will only make safe the problem. For example, if you have a leaking pipe, he will shut off the water supply and drain down the system until it is possible to carry out a full repair during working hours.

If you ring to report a loss of heating or hot water, it is likely that nothing will be done since parts can only be obtained when the suppliers are open. We advise all residents to have a fan heater or oil-filled radiator in case of heating breakdown. (THE USE OF PARAFIN OR CALOR GAS HEATERS IS **NOT** ALLOWED)

If you have a power failure, please check whether this is general in the area before contacting the Trust. If it is please phone the Electricity Company. If it is only your flat or block which is affected, please phone the Trust.

Call-outs for repairs which are not considered emergencies will be recharged at the full cost.

For non-urgent matters you should continue to phone the office number and leave your name, address and a short message on the Answerphone.

Please note that the Trust will no longer come out as an emergency to let tenants into their homes who have lost keys or have locked them indoors. Every tenant should ensure that a neighbour, friend or relative has a key to help in such circumstances.