

Emergency Repairs



The emergency repair telephone number is [01325 405333](tel:01325405333). This service deals with the most urgent of repairs. These are repairs that have the potential to put people's lives and property at serious risk.

Dealt with within 24 hours. the emergency team will usually carry out a temporary repair to make the situation safe. We will generally carry out a permanent repair as soon as possible afterwards.

If you report an emergency repair, you must stay in your home until the contractor arrives, if it is safe to do so. Please only use this emergency service for genuine cases. This is a make-safe service and a full repair may need to be undertaken later. Items that will be made safe include:

Plumbing

- Burst Pipes
- Boilers
- Cylinders, tanks or WC cistern leaking badly
- Frozen pipes
- No cold water
- Central heating out of order and NO OTHER form of heating

Electrical

- No power
- Cooker control out of order or dangerous wiring. Please check your fuses first before you call

Other

- Secure empty property
- Gain entry for police/housing employees in emergency
- Make safe dangerous structures
- Loose tiles on roof

Elderly or disabled

For tenants and their partners aged 60 or over or those in receipt of the:

- higher or middle rate of disability living allowance
- higher rate of mobility allowance

other repairs will be accepted as emergencies where there is no able-bodied adult living in the property. They are:

- clearance of blocked sinks
- boarding up broken windows
- replacement of pull cords to lights

Roofing repairs

Severe raining-in will be dealt with as an emergency repair. In most instances we will take action to make the situation safe. this is to minimise further damage prior to repairs being carried out.

Other repairs will be responded to within 20 calendar days or registered on the planned maintenance register. This will inform you of any future planned programmes.

These repairs will not be appointed because this work is subject to bad weather. This prevents access to the roof.