

What is an emergency repair?

An emergency repair is something that poses an **immediate risk to your health, safety or security**.

It is important to report emergency repairs immediately to ensure the health and safety of you and your neighbours. Emergency repairs can be reported at any time to our **24 hours repairs service** by calling **0800 980 7751**. We will prioritise the repair to ensure a competent and qualified operative attends to make safe any emergency repair.

Examples of emergency repairs and their timescales are:



Electrical

Total or partial loss of power

- Same day

Unsafe electrics (e.g. exposed wires, broken socket/light fittings)

- Same day

No bathroom lighting

- Same day if no natural light; 5 days if natural light in bathroom

No power or water to electric shower

- Same day if anyone in household has medical needs for daily bathing and there is no other bathing facility in the property; 5 days if another bathing facility is in the property

Total loss of lighting to communal area

- Same day



Plumbing

Total loss of water

- Same day

Blocked toilet or drains

- Same day if it is the only toilet in the property

Toilet not flushing

- Same day if it is the only toilet in the property

Water leak

- Same day if electrics are affected



Heating

Gas leak or suspected gas leak

URGENT ACTION

- Call the national gas emergencies number: **0800 111 999** (expect 2 hours attendance)

Suspected carbon monoxide

URGENT ACTION

- Call the national gas emergencies number: **0800 111 999** (expect 2 hours attendance)

No heating or hot water (up to 1st May)

- Same day

No heating or water (after 1st May)

- 3 days



Carpentry

Security issue at property (e.g. ground floor window, external door)

- Same day