

## **KINGSTON CHURCHES HOUSING ASSOCIATION**

### **EMERGENCY REPAIRS – UPDATED JUNE 2023**

In the event of an **emergency repair** the contractors listed below have agreed to respond to a direct call from you when the office is closed.

**Emergency** repairs: pose a danger to life or limb; or a threat to health, safety or security; or would cause further major damage to the fabric of the building if not immediately dealt with. They should normally be attended to **within 24 hours**. In some cases the immediate emergency repair may be of a temporary nature only until a permanent repair can be carried out.

They include (but are not limited to):

- Total loss of electrical power except for a Power Cut affecting other properties in the area, when you should contact your local distribution network operator, **UK Power Networks**, by telephoning **0800 31 63 105** free to call from a landline or mobile phone; texting POWER and your postcode to 80876; or visiting the website [ukpowernetworks.co.uk/powercut](http://ukpowernetworks.co.uk/powercut).
- Unsafe power, lighting socket or electrical fitting if cannot be effectively isolated and immediate risk cannot be avoided
- Total loss of water supply
- Total or partial loss of gas supply
- Suspected gas leak
- Blocked flue to open fire or boiler
- Total or partial loss of space or water heating in winter months (between 1 October and 30 April) affecting the infirm or elderly or young children under 5 years
- Blocked, broken or leaking foul drain, soil stack or WC (where no other working WC in dwelling)
- Major plumbing leaks or bursts
- Leaking roof, gutters or downpipes where dangerous or causing major damage
- Insecure ground floor external window, door or lock posing an immediate security risk to occupants
- Loose or detached banister or hand rail where dangerous
- Rotten timber flooring or stair tread where dangerous

Please ensure that you let us have the details of any necessary repair as soon as the office re-opens. Contractors are instructed not to respond if the repair is not a genuine emergency. **If you call out a contractor knowing that the repair is not a genuine emergency, you may be charged for the call-out.**

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### **GAS CENTRAL HEATING**

Total or substantial loss of hot water/heating, affecting the infirm or elderly or young children under 5 years. Please let them know if you have a communal heating system, as a different engineer will be needed.

**Industraheat**

**01372 277261**

### **ELECTRICAL**

Dangerous electrical fittings or complete electrical heating failure (other than a Power Cut) affecting the infirm or elderly or young children under 5 years.

**INSTA Services**

**020 8391 1222**

**Email: info@InstaServices.co.uk**

### **LOCKSMITH**

Front door lock is completely broken and/or the property is not secure.

**Mr R Broome**

**07770 338970**

**Email: rwblocksmiths@gmail.com**

### **PLUMBING**

Major plumbing leaks or bursts.

**INSTA Services**

**020 8391 1222**

**Email: info@InstaServices.co.uk**

### **DRAINS**

Blocked, broken or leaking foul drain, soil stack or WC (where no other working WC in dwelling). Please confirm you are tenant of KCHA when calling.

**The Drain Guys**

**0800 043 5452 (24 hrs) or 07703 193 746**

### **ROOFING**

Serious roof leak etc. where dangerous or causing major damage.

**Maguire Bros**

**07778 311263**

### **BUILDING IF NONE OF ABOVE APPLY OR CONTRACTOR UNAVAILABLE**

Contact an appropriate local emergency contractor using the Yellow Pages, internet or similar. **But please be aware that if you call out a contractor knowing that the repair is not a genuine emergency, we will not refund the cost.**

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- In case of suspected **gas leaks** – Open doors and windows; turn the gas off at the meter (unless it is located in the cellar/basement); avoid the use of any naked flames or electrical switches; and telephone the **National Gas Emergency Service** immediately on **0800 111 999** (24 hour service).
  - **Fire** – Phone the **Fire Brigade Emergency Service** on **999**.
  - **Power Cut** affecting other properties in the area – Contact your local distribution network operator, **UK Power Networks**, by telephoning **0800 31 63 105** free to call from a landline or mobile phone; texting **POWER** and your postcode to 80876; or visiting the website [ukpowernetworks.co.uk/powercut](http://ukpowernetworks.co.uk/powercut).