

## **KINGSTON CHURCHES HOUSING ASSOCIATION**

### **EMERGENCY REPAIRS – UPDATED JULY 2019**

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.

#### **S & S Burners**

This is the S & S office number. If the office is closed, you will be re-directed to the 24/7 emergency engineer. **0208 330 7992**

### **ELECTRICAL INCLUDING ELECTRIC STORAGE HEATERS**

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

Peter Lamb

01252 333687 or 07711 767673

### **LOCKSMITH**

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

Craig Broome (Surrey Locksmiths)

07775 698400 or 07770 338970

### **PLUMBING**

Major plumbing leaks or bursts.

John McNamara (not Xmas Day)

07973 299991

INSTA Services

07568 341542 or 020 8391 1222

Email: [info@InstaServices.co.uk](mailto:info@InstaServices.co.uk)

### **DRAINS**

Blocked, broken or leaking foul drain, soil stack or WC (where no other working WC in dwelling).

The Drain Guys

07703 193 746 or 0800 043 5452 (24 hrs)

### **ROOFING**

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

Maguire Bros

020 8942 2324 or 07778 311263

### **ELECTRICAL & PLUMBING**

Major electrical or plumbing leaks or bursts.

INSTA Services

07568 341542 or 020 8391 1222

Email: [info@InstaServices.co.uk](mailto:info@InstaServices.co.uk)

### **GENERAL 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).