

# Out of Hours

If you need an emergency repair, we'll do everything we can to get it sorted quickly.



## Emergencies during business hours

These are repairs that need immediate attention for your safety and the security of the property. **We'll aim to be with you within 5 hours.**



## Out of hours emergencies

This is a 'make safe' service, and **we'll aim to get to you within 5 hours.** Any follow-on works will be addressed the next working day.

If you smell gas, you should call the National Gas Emergency Service on 0800 111 999 as soon as possible

## What this means for your repair...



From the moment you make the call, we'll aim to attend within 5 hours.



If the repair can't be fixed there and then, our on-call operative will make sure your home is safe and any follow-on works will be addressed the next working day.



As a part of the 'make safe' process, it may not be safe for you to stay in your home. If this is the case, we will arrange temporary accommodation for you and let you know when it's safe to return.

## Examples of 'making safe'



### Leaking pipe

Turn off your water supply



### No heating

Supply temporary heaters



### Broken floorboards

Cover with plywood



### Faulty windows/doors

Secure or board over (if you have more than one external door)



### Ceiling leak

Turn off electrics and allow water to drain into a bucket



### Faulty light

Isolate your electricity supply and ensure you have a table lamp

