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21.12.15

## **Repairs Timescales**

### **Gas leak**

Phone National Gas Emergency Service on 0800 111999. Open all windows and do not use any electrical switch or device indoors, including a mobile phone.

### **Emergency Repair – within 24 hours**

These repairs are those that are potentially dangerous or could cause serious damage to the building:

Serious water leak

No heating or hot water for vulnerable resident during cold weather

– call O'Neill's on 07947 401782 if the office is closed

Property insecure – broken window or door

Collapsed ceiling or similar

Hazard to household or public

Loss of electrical power

NB the contractor will make safe and carry out a basic repair and a full repair will be completed in due course.

### **Urgent – within 3 days**

No heating or hot water

Minor water leak

Failure of communal TV aerial

### **Routine – within 21-28 days**

All other repairs

*For repairs arrangements during the office Christmas closure, please refer to the specific instructions issued beforehand.*