

What's an emergency repair?

We know that problems can happen at any time. We'll repair or make safe the following issues within four hours:

Electrics:

- total loss of electrical power
- an unsafe lighting socket or electrical fitting
- total loss of lighting
- partial loss of power when it is a danger to health and safety, i.e. power loss that effects essential equipment such as a stairlift or a nebuliser

Water:

- total loss of water supply
- toilet not flushing (when there is no other toilet at the dwelling)
- internal leaking or burst pipes (when the tenant can't control the leak and there is a danger to the property and/or belongings)

Burst tanks or cylinders:

- loss of water heading (between 13 October and 1 May)

Gas:

- total or partial loss of gas supply

Heating:

- No central heating (between 31 October and 1 May)

Blockages:

- blocked or leaking foul drain or soil stack
- blocked flue to open fire or boiler
- blocked WCs
- blocked sink, bath or wash hand basin (in multi-storey blocks only)
- blocked refuse chutes in multi-storey blocks

Building:

- insecure external window, door or lock
- locked out (may be chargeable)
- gale, fire, flood or explosion damage