

## **Repairs and Emergency Repairs Guidelines**

If a repair needs to be carried out at your home, you can contact us on 0115 8761644 or at [bond.scheme@nottinghamcity.gov.uk](mailto:bond.scheme@nottinghamcity.gov.uk)

Or you can contact –

James Bijou – 07544 656 739

Naomi Sutherland – 07544 656 727

### **Emergency Repairs**

These contact details are provided for emergencies only if you need an urgent repair carried out in the evening, at the weekend, or on a bank holiday and it can't wait until the next working day.

**Please be aware that if you instruct an emergency contractor to complete a repair yourself and the repair is not considered to be a genuine emergency, you will be liable for the cost of the call out and the repair.**

If your landlord has a Service Agreement in place such as British Gas Homecare for your boiler and heating system, you will be given separate emergency repairs information at sign up.

### **An Emergency is –**

- Damage or fault that would endanger the occupant or cause unreasonable discomfort
- Damage or fault that would lead to significant further damage to the property.
- Damage or fault that may render the property unfit or unsafe for habitation.

**Our Emergency Out of Hours Contact number is – Helen Foster - 07540 301 933**

**Please only use this number out of hours if the repair cannot wait until the next working day.**

### **In the event of the following emergencies please take the following action –**

- **Fire 999**
- If you suspect a gas or carbon monoxide leak from a gas appliance, please call the free Gas Emergency Services emergency line immediately. Open all doors and windows to ventilate the property.

**Gas emergency line: 0800 111 999**

- **Burglary or Break in - Call the police in the first instance on 999.**

If the property is left unsecured an emergency locksmith will be required and you can contact us on the emergency number or you can contact your landlord directly for this to be arranged.

- **Burglar Alarm**

If your alarm has a fault and is sounding for 30 minutes or longer use the alarm panel to try to disarm it and find contact details for the relevant alarm servicing company. In the event that you cannot contact the alarm company, you may contact ourselves or the landlord and an emergency electrician may be called to disconnect the alarm.

- **Plumbing**

If you have a plumbing emergency (that cannot wait until the following morning) i.e. extremely fast flowing water which could cause immediate damage or danger to yourself or the property you can call out an emergency plumber.

#### **Not considered to be emergencies**

- **No Heating/hot water/electricity**

These issues are not deemed to be emergency out of hours call outs so you will be responsible for any charges incurred. The team will make this a priority the next working day.

- **No Water**

Please contact your Water Supplier – Most likely to be Severn Trent Water.

- **Lost Keys**

It's your own responsibility to replace lost keys however please contact NPRAS as soon as possible to provide us with a new key if you have to change the locks on your home. If we have to arrange a lock change because of a lost key, you will be recharged for the cost.