

REMEMBER

If you smell gas:

PHONE: 0800 111 999

Do not smoke or strike matches

Do not turn electrical switches on or off

Do put out naked flames

Open doors and windows

Keep people away from the affected area

Turn off the meter at the control valve

Help us to protect you and your family by providing us access to service and maintain your gas appliances

Contact us:

Tel: 0115 917 7777

E-mail: housingrepairs@broxtowe.gov.uk

Website: www.broxtowe.gov.uk/repairs

Or write to us at the address below



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This document is available in large print upon request

Other leaflets you may find helpful:

Door & Window Damage

Electrical Safety, Fault Finding & Fire Safety

Frozen / Burst Pipes

Gas Safety

Radiator Problems

Broxtowe Borough Council - Housing Repairs
'getting it right first time'

Broxtowe Borough Council
Housing Repairs, Council Offices,
Foster Avenue, Beeston
Nottingham, NG9 1AB



**Broxtowe
Borough
COUNCIL**

Emergency Out of Hours REPAIRS

WHAT IS AN EMERGENCY REPAIR?

An emergency repair is where there is serious risk to health and safety of the occupants, or where there are people whose welfare would be at risk by the defect.



www.broxtowe.gov.uk

Emergency Out of Hours Repairs

It is inevitable that repairs will be required out of the normal working hours. We aim to provide a service around the hours to suit you.

Our normal hours of service are:

8.00am - 5.30pm Monday - Friday (a later appointment can be made upon specific request)

Outside of these hours, we will only carry out
EMERGENCY REPAIRS

WHAT IS AN EMERGENCY REPAIR ?

Where there is serious risk to the health and safety of the occupants, or where there are people whose welfare would be at risk by the defect. More specific examples of emergency out of hours repairs are:

No heat or hot water

Where no other facility for heating or hot water is available (if you have a gas / electric fire, shower or immersion heater these are seen to be alternative facilities). *Please note that where you are elderly, disabled, or have young children and where the weather is particularly severe, the above procedures may be relaxed. If the fault cannot be rectified, you will be left with temporary heating / hot water facilities.*

Total loss of hot water

If you still have the use of an electric shower, then the loss of other sources of hot water is **not** considered to be an emergency.

Serious water leaks where the leak cannot be contained i.e. water through the ceiling, cylinder leaks, water supply or central heating pipework leaks. Refer to the leaflet "**Frozen and Burst Pipes**".

Gas leaks / suspected carbon monoxide Please report all calls to **National Grid 0800 111 999**. Refer to the leaflet "**Gas Safety**".

Total loss of electric power

Please note that 99% of these reports are usually caused by a faulty appliance or defective meter.

Unsafe electrical fittings

If we attend to a reported fault and identify that it is your appliance that is defective, you may be charged for the visit. Refer to the leaflet "**Electrical Safety and Fault Finding**" for further advice.

Blocked soil pipe or waste pipes

If the drains are blocked below ground, you will need to contact the out of hours drainage section on 0115 9177 777.

If individual waste pipes are blocked, this is considered to be your responsibility unless they are all blocked at the same time which indicates a soil vent pipe blockage. If the fault cannot be rectified, you may be left with temporary toilet facilities.

Toilet not flushing where there is no other working toilet at the property

Dependent upon your age and disability, you may be asked to flush the toilet using a bucket of water or the ballvalve inside the cistern.

Insecure door, window or lock, broken glazing

We will only be able to make safe the defect which may mean boarding up the window. Refer to the leaflet "**Door and Window Damage**" for further advice.

WHAT IF THE REPAIR I AM REPORTING IS NOT AN EMERGENCY?

If we attend to a reported emergency and find that you have deliberately abused the service, you may be charged for the abortive call.