



# REPAIRING & MAINTAINING YOUR HOME



This leaflet tells you what to do if you need a repair. It also explains what you are responsible for maintaining and repairing in your home, and what we will repair and maintain.



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## Repairing and maintaining your home

We aim to provide you with a high-quality repairs and maintenance service at all times.

We will:

- Attend to repairs within the following timescales:
  - Emergency repair - within 24 hours
  - Urgent repairs - within 7 Calendar days
  - Routine repairs - within 28 Calendar days
- Tell you what the target timescale is for completing a repair
- Agree a mutually convenient time and date to attend
- Notify you of any changes to the completion of your repair
- Specify the repairs that we are responsible for and repairs that you are responsible for
- Recharge tenants for repairs that are their responsibility
- For Emergency repairs – a contractor will attend to make the property safe within 24 hours. They may need to return at a later date to complete any follow up works.

### How to report a repair

When you notice that something needs repairing within your home please contact our Office.

Repairs should be reported to us between 9am - 5pm, Monday - Friday.

By telephone – 01254 958950

By email – [Repairs@Centaurhousing.com](mailto:Repairs@Centaurhousing.com)

### Information you will need to provide

To report a repair, we will need the following information:

- Your name, address and a daytime telephone number
- The days and times when someone will be at home so that we can gain access to your property
- As much information as possible about the repair

## What happens next?

A member of our team will:

- Take details of the repair
- Confirm whether we are responsible or not for the repair (if not, we will suggest some alternatives to you)
- Let you know the anticipated timescale for the repair
- Where appropriate, agree an appointment date with you

If you do not provide access to our appointed contractors, the appointment or the job will be cancelled and you will be charged for the missed appointment.

If you cannot be at home at the time arranged then please let us know at least one day before and we will arrange a more convenient time.



## Emergency repairs (out of hours)

Our Office is open from **Monday to Friday, 9am - 5pm.**

### **Out of hours - EMERGENCY REPAIRS**

**Emergency repairs must be telephoned to our Office telephone number – 01254 958950. Please note that during ‘Out of Hours’ we will make the property safe and secure – follow work may be required during normal office opening times.**

**Calls and Texts to mobiles are unmonitored during weekends, annual leave and absence and therefore may go unnoticed, so it’s better to contact the office directly.**

### **Out of hours repairs (emergencies only)**

Between the hours of 5pm and 9am, and over weekends and bank holidays, we will only carry out repairs that are needed to avoid immediate danger to personal safety, or serious damage to your property. **Examples are listed within the emergency repair category on page 9.**

Outside of normal working hours, if it is not possible to make a full repair, we will instead make the situation safe until a full repair can be carried out.

We will recharge you for any misuse of the out of hours system, and in most cases, the cost to you may exceed £50. Common examples of misuse include blocked sinks, no electricity due to tripped consumer units, minor toilet leaks, insufficient credit on your gas or electricity meter, and faulty appliances.

## The repair visits

All our contractors carry identification cards; please ask to see this to ensure that the caller is genuine. If you have any doubts or concerns about their identity, you should not let them in and should phone us immediately.

Our workers will be polite and are required to clean up after themselves as part of their normal routine. Wherever possible we will have made an appointment to come to your home and we will try to complete the work in just one visit. If this is not possible, the operative will explain why and arrange another time to complete the repair.

When the works are complete, the operative should show you what they have done and demonstrate the use of anything that may be unfamiliar to you.

Once the repair has been completed your feedback is important to us and will assist us in improving our service to you.

## Repair timescales

We prioritize repairs by separating them into different categories as shown below:

Type	Target timescales	Description
<b>Emergency repairs</b>	24 hours	A repair that causes major discomfort to residents or is likely to cause further damage to the building.
<b>Urgent repairs</b>	7 calendar days	A repair that causes minor discomfort to residents or is likely to cause minor damage to the building.
<b>Routine repairs</b>	28 calendar days	A repair that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or third party, or long-term deterioration of the building.

## Types of repairs

### Examples of Emergency repairs

- Burst pipes or leaks - non-containable burst pipes or leaks inside your home that will cause damage to your property. This does not cover a leaking overflow, a small leak to a bath, sink, or taps. These should be treated as a normal daytime repair
- Security - where a property needs to be made secure out of hours
- Major structural damage - major structural damage to your home that is an immediate threat to health and safety
- Vulnerability - a repair that requires an emergency response due to the vulnerability of the tenant. E.g. full loss of all heating and hot water for older tenants or households with young children
- Blocked main drains, soil pipe or only toilet in property
- Heating loss where no alternative is available during the winter period (between Oct-May only)
- Total failure of electricity supply, provided this is not a supplier fault
- Fire damage
- Unsafe electrical fittings or wiring
- Activation of a fire alarm or Carbon Monoxide detector if provided by us
- Complete loss of lighting in the kitchen or bathroom

\*Should you suspect a gas leak at your property, please contact the National Gas Emergency Service on **0800 111 999**

### Examples of Urgent repairs

- Minor plumbing leaks that are constant and difficult to contain (for example, a dripping or leaking tap)
- Defective cistern or overflow
- Heating faults or breakdown
- Hot water faults or breakdown
- Minor electrical faults
- Roof leaks
- Offensive or racist graffiti
- Faulty communal TV aerial
- Damage to stair treads, handrails, or banisters
- Loss of heating
- Loss of water heating
- Minor roof leaks
- Partial loss of power or lighting
- Repairs to shower where there is no bath or a tenant cannot use the bath

### Examples of Routine repairs

- General joinery repairs including skirting boards, repairs to drawers, and cupboard doors
- Repairs to external walls, fences and paths, where we are responsible
- Repairs to guttering and downspouts
- Repairs to kitchen fittings
- Repairs to plaster work
- Leaking taps or shower units
- Repairs to tiling
- Easing doors and windows
- Brickwork repairs
- All other non-urgent repairs

## Repairs - who is responsible?

We have a legal responsibility to keep your home in good repair. To do this, we rely on you to report repairs as soon as possible.

As a tenant you are also responsible for some repairs to your property.

Listed below are some examples of jobs and who is responsible for completing them.

	Responsibility		EXCEPTIONS
	OURS	YOURS	
<b>Bathroom fixtures</b>	✓		Except toilet seats, bathroom cabinets and fittings, mirrors, towel rails and toilet roll holders
<b>Baths</b>	✓		Except unblocking wastes
<b>Battery operated smoke alarms</b>	✓		
<b>Carpentry</b>	✓		
<b>Chains and plugs on basins, baths and sinks</b>		✓	
<b>Chimneys (solid fuel)</b>	✓		Except sweeping
<b>Communal areas</b>	✓		
<b>Decoration (external)</b>	✓		

	Responsibility		EXCEPTIONS
	OURS	YOURS	
<b>Decoration (internal)</b>		✓	Except damage caused by a structural defect
<b>Domestic appliances (such as cookers, fridges, washing machines, dishwashers)</b>		✓	Except those owned by the Housing Association (tenants to carry out routine cleaning and general maintenance)
<b>Door locks (external)</b>	✓		Except lost or stolen keys, and repairs due to forced entry if you are locked out
<b>Door locks (internal)</b>		✓	
<b>Doors - internal and external (including frames, hinges, locks, door jambs and thresholds, letterboxes and handles)</b>	✓		Except repairs due to forced entry if you are locked out
<b>Electrical systems</b>	✓		Except replacing plugs, fuses, doorbells and the meter from your supplier

	Responsibility		EXCEPTIONS
	OURS	YOURS	
<b>Fences and gates</b>	N/A	N/A	This will depend on your tenancy agreement and where you live. Please contact us if you are unsure
<b>Fixtures and fittings (such as coat hooks, curtains, curtain rails)</b>		✓	
<b>Floor boards</b>	✓		
<b>Floor coverings (including adapting doors to accommodate carpets)</b>		✓	The Housing Association will replace flooring if there is an eligible service charge within the rent.
<b>Garages</b>	✓		
<b>Garden maintenance (including dustbins and refuse areas)</b>		✓	Unless this is included in your rent
<b>Gas</b>	✓		Except the meter from your supplier
<b>Hand basins</b>	✓		Except blockages
<b>Hard wired smoke alarms</b>	✓		

	Responsibility		EXCEPTIONS
	OURS	YOURS	
<b>Battery operated smoke detectors</b>	✓		
<b>Heating systems (including storage heaters and fitted electric fires)</b>	✓		
<b>Hot water heaters (including cylinder jackets)</b>	✓		
<b>Immersion heaters</b>	✓		
<b>Infestations</b>		✓	Except insects and vermin in a communal area
<b>Kitchens</b>	✓		Except domestic appliances (see domestic appliances on page 12)
<b>Light fittings</b>	✓		Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters
<b>Out buildings</b>	✓		Except those not belonging to the Association
<b>Paths (including steps, footpaths and ramps, provided by us)</b>	✓		Except garden paths



	Responsibility		EXCEPTIONS
	OURS	YOURS	
<b>Plastering</b>	✓		Except minor cracks or patching during redecoration
<b>Plumbing repairs, leaks, and bursts</b>	✓		Except those from washing machines and dishwashers
<b>Porches</b>	✓		Except glazing (unless the breakage is reported to the police and has a valid crime reference number)
<b>Re-lighting pilot lights (including the resetting of any heating controls or programmers)</b>		✓	
<b>Replacement of broken glass in windows and doors (including instances of vandalism)</b>		✓	Unless the breakage is reported to the police and has a valid crime reference number
<b>Re-washer taps</b>	✓		
<b>Roofs</b>	✓		
<b>Sinks</b>	✓		Except blockages
<b>Skirting boards</b>	✓		
<b>Stairs</b>	✓		
<b>Switches and sockets</b>	✓		Except dimmer switches

	Responsibility		EXCEPTIONS
	OURS	YOURS	
<b>Telephone points</b>		✓	
<b>Toilet seats</b>		✓	
<b>TV aerials and sockets</b>		✓	
<b>Washing lines</b>		✓	
<b>Waste blockages</b>		✓	
<b>Windows (including window sills, catches, sashes)</b>	✓		Except glazing (unless the breakage is reported to the police and has a valid crime reference number)
<b>Worktops</b>	✓		

## Rechargeable repairs

You will be charged for the repair if the following circumstances apply (although this list is not exhaustive):

- If it has to be carried out because of any misuse or neglect by the occupants or visitors to the property, we will charge you the cost of the repair; this includes damage caused by people living with you or visitors to your home
- If you tell us the repair is an emergency repair and it is not
- If you do not provide access to the operative or inspector attending your property
- If you accept responsibility and require the works to be done
- If you fail to provide access to your home for us to carry out your Annual Gas Safety Check, Electrical Safety Check or Repair, we may take steps which may lead to forcing entry/taking legal proceedings against you to gain access.

**We will not accept responsibility for paying the bill if you instruct a contractor to carry out work.**



**We will not accept responsibility for paying the bill if you instruct a contractor to carry out work without our permission for routine repairs or maintenance.**

**We would only consider paying a bill if:**

- Permission has been requested prior to instructing the work
- The work was required to address an emergency (as categories on page 9) outside of our office opening times.
- You have followed our 'Out of Hours' guidance and contacted an external contractor as a last resort.

## Appointments

**We do not offer appointments for emergency repairs.**

In the majority of cases, you will be offered a mutually agreed time slot and date for a contractor to attend for routine or urgent repairs. However, there may be some types of repair that can be carried out while you are not at home. For example, external works to fencing.

You will need to give 24 hours' notice if you need to change your appointment. If you miss your appointment, the repair will be cancelled and we may charge you for the aborted visit.

In most instances, we will need to provide our contractors with your contact details. This is required to ensure the contractor can contact you to arrange access to complete repairs and maintenance of your property.

## Avoiding a repair

### Dealing with condensation and damp

Moisture is produced in all homes by breathing, cooking and washing. An average household produces 20 pints (11.5 litres) of water vapour a day.

When warm air comes into contact with a cold surface, such as a window, or when too much vapour is put into the air, the vapour turns to liquid and forms as droplets of water - this is known as condensation.

Condensation often occurs in rooms such as kitchens and bathrooms, and is seen on windows as 'steaming up' and as patches of dampness on walls and ceilings.

### Why is it a problem?

Small amounts of condensation can be found in most homes, but if it is not dealt with, mould growth may occur and, in severe cases, this can make some health conditions worse. It can also damage your furniture, clothes or decorations.

## What can you do?

If you think you have condensation in your home there are a number of practical steps that you can take:

- Raising room temperature helps reduce condensation - so try to keep your home as warm as you can afford. Use central heating if you have it
- It is best to have the heating on for longer periods of time at a lower temperature. Try adjusting the central heating thermostat if you have one
- If condensation does form on the windows wipe it off
- Improve ventilation - open windows where possible
- Do not dry clothes indoors if possible, but if you do, open a window to allow air to circulate
- Try not to put furniture in front of radiators
- Do not block air vents
- If mould does occur it can be cleaned off surfaces using a proprietary solution or a mixture of one-part bleach to four parts water

## Kitchens

- Keep lids on pots and pans as far as possible when cooking
- Ventilation - open the window slightly
- If you have a tumble dryer ensure that it has an external vent or hose that can be put through an open window
- Keep the internal kitchen door closed when cooking
- Do not let kettles and pans boil longer than necessary
- If you have an extractor fan fitted, make sure that you use it when cooking

## Bathrooms

- Heat the room before taking a bath or shower
- Open a window afterwards
- Put cold water into the bath before you add hot water
- If your bathroom has no window make sure the extractor fan is working. If it is not working, report it to the Housing Association.

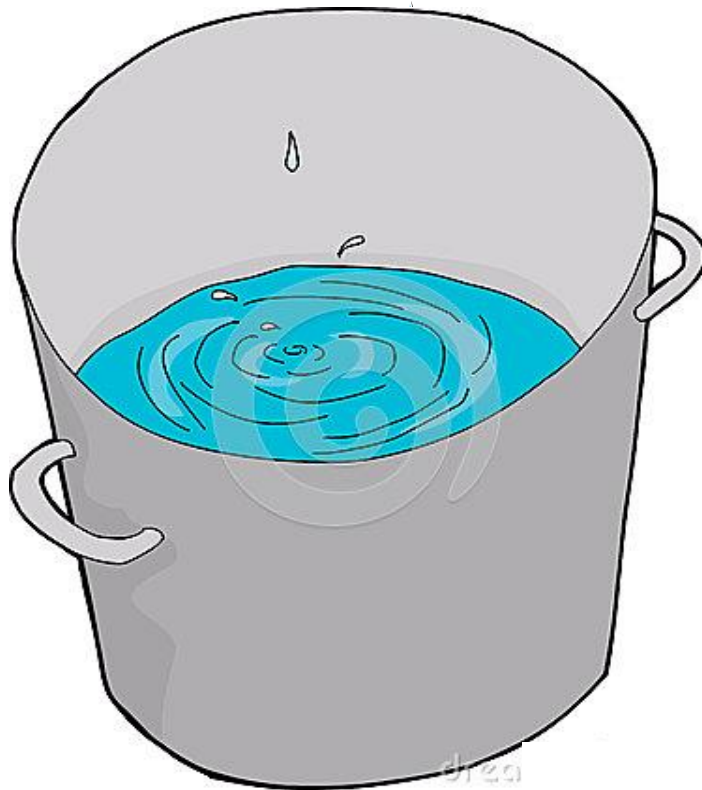
## Burst pipes and flooding

Frozen pipes can cause a lot of damage if they burst. You should take the following precautions during a cold spell:

- Make sure you know where the main stopcock is located and check that it is working from time to time
- Keep your home as warm as you can
- Make sure that your pipes are properly insulated
- If you leave your home empty for any period of time during cold weather, you should take the following precautions:
  - Inform us of the length of time you will be away and if possible leave keys with a trusted person
  - Turn off the main stopcock and then turn all taps on to drain all the water from the system. Flush the toilet to empty the cistern and put salt in the lavatory pan to stop the water freezing
  - When you come back, turn the stopcock on again and make sure the water is flowing freely from all your taps before turning them off

## If you have a burst pipe

- Turn off the main stopcock and turn all the taps on to drain all the water from the system
- Turn off immersion heaters, water heaters and your central heating boiler
- Do your best to prevent water damage by using rags and putting a container under the leak
- Contact us immediately – see the last page of this booked for our contact details.



## Preventing and curing blockages

### Kitchen sink

If your sink does not drain, or drains slowly, when you remove the plug, the waste pipe may be blocked by a build-up of debris. If a blockage occurs, try to remove it by pushing a flexible rod down the plug hole or by using a suction cup plunger to force water up and down the waste-pipe. A range of chemical treatments for sink and basin blockages are available in most supermarkets. These can be very effective and safe, although you should be sure to follow the instructions carefully.

The risk of blockages can be reduced if you remember to put cooking fat (which goes solid when cold) into an empty tin or milk carton and into the dustbin rather than down the drain.

### Baths and basins

Blockages in baths and basins are normally caused by a build-up of hair and soap. You can try to remove the obstruction by using a piece of bent wire or flexible rod. This should be done gently to avoid damaging the waste-pipe.

All basins, sinks and baths are fitted with removable traps that can be unscrewed and cleaned out as necessary. NEVER flush disposable nappies, sanitary towels, or baby/cleaning wipes down the toilet. These can cause a serious blockage and may affect other properties in the vicinity.

# Power failure

## Fuses

Fuses will automatically stop the flow of power if there is a fault with the appliance you are using or with the wiring in your home.

If this happens:

- Unplug or switch off at the main socket any appliances that you think may have caused the problem
- Switch off the electricity at the mains supply. In the fuse box, check which fuse has blown
- Replace the blown fuse

Try to keep a supply of different voltage fuses at home. It is important to make sure that you use the correct voltage.

- Switch the electric power back on
- You may have to replace the fuse in the plug of an individual appliance as well

If the fuse in the fuse box blows again immediately or shortly afterwards, then it is likely that the electrical appliance is faulty.

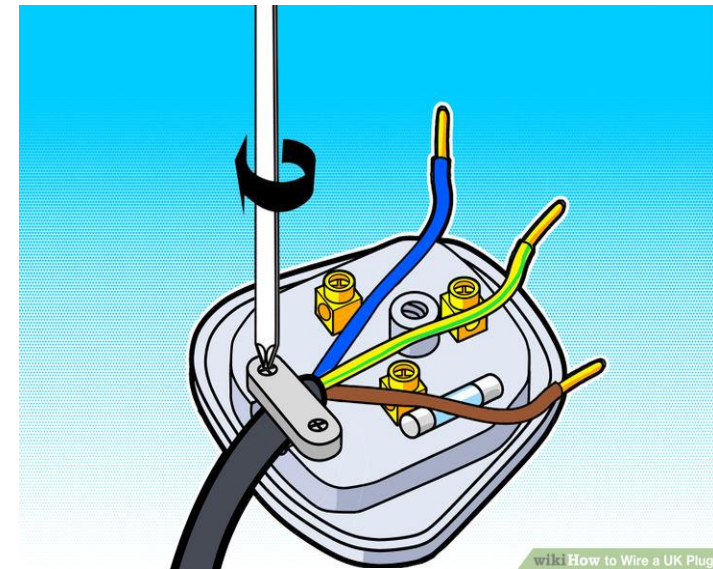
For **Power Cuts** please telephone United Utilities on 105 (this is a free phone number)

## Circuit breakers

Circuit breakers, or trip switches, will also automatically switch off the electricity supply when there is a fault. If this happens:

- Unplug at the mains any appliance that you think may have caused the problem
- Switch off the electric power supply at the mains
- Find the switch on the circuit board, which has turned itself off and turn it back into position
- You may have to replace the fuse in the plug of an individual appliance as well

If the switch cuts out again, report it as a fault that needs to be checked by an electrician.



## Making your own improvements to your home

**You must ask permission and get written approval before carrying out any adaptations or improvements to your home.**

You must detail who will be undertaking the work and evidence that they are suitably qualified. All building, wiring and plumbing work should be carried out by suitably qualified trades people.

A Gas Safe registered gas engineer should install gas appliances. A NICEIC registered electrician should install electrical appliances. In order to comply with building regulations, a member of a Domestic Installer Scheme must complete certain jobs.

We will require access to the property to inspect the completed work to ensure that it has been carried out to a high standard, and complies with the appropriate regulations.

**When permission is given to carry out the improvements, your Housing Officer/Maintenance Team will advise you of the repair obligations you may have as a result.**

If you, or the council need to adapt the property to meet the needs of a resident with disabilities, we may be able to help you apply for funding from your local council such as a Disabled Facilities Grant (DFG). You will need to request an Occupational Health Assessment in the first instance and request permission from your landlord before organising any work. If you require any help or assistance, please contact our office.

## Paying for improvements

You will have to pay for any improvements to your property yourself. You must request permission from your landlord in writing before making any alterations to the property.

## Gas Safety checks

As a landlord, we are required by law to carry out an annual safety check of all the gas appliances that we have provided in your home. This may include the central heating boiler and gas fires.

This is a legal requirement for all landlords and a safety check must be carried out every year.

The gas check is for your safety, and we appreciate your co-operation in allowing access into your home in order to carry out these checks.

**For tenants with Pay as you Go meters** – please make sure that your meter is topped up with credit ready for the arranged Annual Gas Safety Check. A contractor can not complete the Safety Check if this has not been completed and you may be re-charged for the call out.

If you fail to provide access to your home for us to carry out your Annual Gas Safety Check, we may take steps which may lead to forcing entry/taking legal proceedings against you to gain access as well as charging you at least £50 for the aborted visit.

## Economy 7 heating and storage heaters

Economy 7 heating systems store off peak night-time electricity to heat your home during the day. Storage heaters can be very cost-effective if used properly. However, making the most of them takes more thought and planning than a gas central heating system.

How to set the controls:

### Input

The input dial controls how much electricity is stored during the night ready to warm your home the next day. You will normally need to set this control to between 4 and 6.

### Output (or temperature boost control)

Normally this should be set at number 1 to release heat gradually during the day and then turned up in the evening to allow the remaining heat to be released.

Remember to return the setting to number 1 before going to bed as this will allow the storage heater to work correctly the following morning. Using the output in this way enables you to use all the heat that has been stored and reduces unnecessary use of energy.

Another way to save money with Economy 7 is to increase your energy use after midnight and reduce it in the day.

If you have a water storage heater, ensure that it is set to heat during the right time at night and that enough water is heated to last you through the day. If you use storage heaters, check the weather forecast and set the heaters accordingly.

## Immersion heaters

In extremely rare instances, a faulty immersion heater can cause hot water to be forced into the cold water storage cistern potentially causing hot water to flood the surrounding area. We are committed to making sure that nothing like this happens in your home.

However, we want to reduce the risk of this ever happening in any of our homes.

**WARNING SIGNS:** An overheating immersion cylinder normally shows obvious signs that something is wrong.

These include:

- Very loud noises coming from the immersion cylinder
- The cylinder or airing cupboard becoming very hot
- Hot water running from cold

If you experience any of these signs then switch off the heating system immediately and phone us straight away.



## Appliance safety

If you have installed your own appliances, it is your own responsibility to ensure that they are safe. However, if you are installing a gas appliance, you must inform us as we need to inspect the works after installation. This includes a gas fire.

You should make sure that all necessary appliances are installed by a qualified gas engineer or electrician. Gas appliances should be installed by a Gas Safe (formerly CORGI) registered gas engineer. Electrical appliances should be installed by a NICEIC registered electrician. You should also have your own appliances checked every year to make sure that they are safe.

## Gardens

It is your responsibility to maintain your garden and fences, including cutting your grass. If you not able to do your own gardening, there may be a local charitable organisation that can help you. Speak to your Housing Officer who may be able to put you in touch with such an organisation.

We do not remove unwanted trees unless they are diseased or damaging the property. Some trees may be protected and cannot be removed. If you want to arrange to have a tree removed, you must first check with your local authority that it is not protected.

## Vermin or pests

Your local authority will have a specialist team that deals with all vermin and pests such as wasps, ants, rats and mice. These teams are usually based within the environmental health department. There may be a charge for this service, however, rats and mice are usually considered to be vermin and there is not usually a charge to deal with them.

## Bulky items or rubbish

Your local authority will usually arrange to remove bulky items but depending upon where you live, there may be a charge for this service.



## Asbestos

Many people worry about asbestos in their homes, but undisturbed asbestos usually poses no problems. We follow the guidelines set out by the Health and Safety Executive (HSE) in dealing with any suspected or confirmed cases of asbestos within homes. The HSE says that 'if the asbestos is in good condition and is not likely to be damaged or disturbed then it is safer to leave it in place'. However, 'if the asbestos is in poor condition or is likely to be damaged or disturbed then it should be sealed, enclosed or removed.'

All our staff and contractors work under the guidance provided by the HSE. If asbestos is to be removed, we will refer to guidance provided by the HSE. In some cases this may require a specialist contractor licensed by the HSE. Remember, materials containing asbestos that are in good condition and left undisturbed are safe. Asbestos is NOT a hazard unless it is damaged.

If you have any concerns about the potential presence of asbestos in your property, please contact us.

## Legionnaires' disease

Legionnaires' disease is a type of pneumonia caused by bacteria which are found naturally in environmental water sources such as rivers and ponds. Infection occurs when droplets of contaminated water are inhaled.

The germ is found widely distributed in the environment and can be found in ponds, hot and cold water systems e.g. showers and the

water in air conditioning and refrigeration systems. Legionnaires' disease is caught by breathing in water droplets from air conditioning, spa baths or water systems such as showers that have been infected with Legionella bacteria. The ideal temperature for Legionella to multiply is between 20°C and 45°C and it thrives in water with a lot of rust, algae, lime scale and organic particles. Legionnaires' disease does not spread from person to person.

All ages can be affected; however the risk is increased for:

- People over the age of 50 years
- Men more than women
- People whose immune system is suppressed
- Patients with chronic lung disease
- People who smoke

The symptoms of Legionnaires' disease are similar to flu:

- High temperatures, fever and chills
- Cough
- Headache
- Muscle pains

To avoid Legionnaires' disease, run all your taps and showers at least once a week. Keep cold water below 20°C and hot water above 50°C. If you do this there is very little risk. When you go on holiday make sure you run taps and showers in your accommodation when you arrive.

If you are away from home for more than a week, take these actions when you get back:

- Open windows for fresh air
- Baths and basins - run taps gently for about 3 minutes
- Showers - put the showerhead on the bottom of the shower or bath and let it run for about 3 minutes

## **Centaur Housing Association**

### **ADDRESS**

80 Market Street  
Chorley  
Lancashire  
PR7 2SF

### **TELEPHONE NUMBER**

01254 958950

Monday – Friday 9am – 5pm

Emergency repairs – Please call 01254 958950

### **WEBSITE**

[www.Centaurhousing.com](http://www.Centaurhousing.com)

Report a repair by:

Telephone: 01254 958950

Email: [repairs@centaurhousing.com](mailto:repairs@centaurhousing.com)

## EMERGENCY CONTACT DETAILS

<b>Gas</b>	National Grid	Gas Emergencies	0800 111 999
<b>Water</b>	United Utilities		0845 746 2200
<b>Electric</b>	Norweb - United Utilities		0800 195 4141
<b>Electric</b>	Norweb - United Utilities	Power Cuts	105 – 24hr helpline
<b>Floods</b>	Highway Services	Local Authority	01254 273829
<b>Security</b>	Rapid Response (National)	Secure properties e.g. windows and doors	0845 0678 999
<b>Medical emergencies, Fire, the law has been broken</b>	Police Ambulance Fire Brigade		<b>999</b>

### Approved Contractors – North West

<b>Electrical</b>		To find a local registered Electrician	<a href="http://electricalsafetyregister.co.uk/index-esr.html">http://electricalsafetyregister.co.uk/index-esr.html</a>
<b>Gas Engineer</b>		To find a local registered Gas Engineer	<a href="https://gassaferegister.co.uk/">https://gassaferegister.co.uk/</a>

If for any reason our contractors are unable to attend your emergency, only then would we ask that you please contact a Gas Engineer or Electrician, making sure that you check that they have the required qualifications:

**Gas Contractors - A Gas Safe registered gas engineer.**

**Electricians should be A NICEIC registered electrician.**

For medical emergencies, incidents where the law has been broken, in the event of a fire – please dial 999.

**Out of hours emergencies:** Where your property has been significantly damaged, left uninhabitable and Tenants require alternative emergency accommodation then please telephone your on-call service provided by your Support Provider for advice in the first instance.

Please also leave a message on our answer machine - 01254 958950. Please note we will only reimburse for hotel costs where absolutely necessary and up to the value of £60 per night per person.