

# YOUR GUIDE TO

## Emergency repairs

**Our repairs team are available 24 hours a day, 365 days a year, to fix emergency faults in your home.**

Emergency repairs that pose a potential danger to your health and safety will be completed within four hours. Some repairs that are classed as an emergency, but do not pose an immediate threat, will be completed within 24 hours.

Please ring us immediately on **0800 953 0213 (option 1)** to request an emergency repair – that includes evenings, weekends and holidays.

### **What types of emergencies do we attend within four hours?**

We will come out and tend to certain emergencies within four hours. Here is a list of those 'four-hour emergencies':

- Uncontainable leak
- Total loss of power
- Total loss of heating and hot water in a home without alternative forms of hot water
- Total loss of heating and hot water if you have a vulnerable person in your home, a young baby under 12 months old, or someone who is elderly or disabled – on any day of the year
- Serious security breach (such as an insecure front door)
- Major structural damage

Please think carefully about whether it is a genuine emergency. If you tell us the repair is an emergency, but it turns out to be a non-emergency, you may receive a financial penalty.

### **Emergency (but less severe) repairs with a 24-hour response target**

We acknowledge that a problem in your home may not threaten your health and safety, but nevertheless could be a serious inconvenience.

We will make every effort to assist you with these types of repairs within 24 hours, but they are not classed as serious 'four-hour' emergencies. Examples of these include:

- A leak – but one which you've been able to contain
- Partial loss of power
- Partial loss of heating and hot water
- Shower not working – and no other form of washing
- Non-secured window
- Beeping smoke alarm
- Roof tile fallen into guttering
- Non-flushing toilet that can be flushed in another way, but is the only toilet in the house
- Water penetration to external doors or windows
- Loose or broken flag on path

In some instances, we may only be able to carry out a temporary repair to make the situation safe and secure. Once this has been done, arrangements will be made for an appointment to complete the full repair.

### **Do not attempt to repair anything yourself**

It is important you do not try and fix the issue yourself, as electrical and gas faults could be extremely hazardous. The safest option is to leave it alone, call us straight away (do not ask family, friends, or tradespeople to fix it) and we'll be there as soon as we can.

### **How to report an emergency repair**

To report an emergency repair, call us on **0800 953 0213 (option 1)**.

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[www.communitygateway.co.uk](http://www.communitygateway.co.uk)



## Give Us Your Feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: [www.communitygateway.co.uk/complaints-and-compliments](http://www.communitygateway.co.uk/complaints-and-compliments)
- Email: [complaints@communitygateway.co.uk](mailto:complaints@communitygateway.co.uk)
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

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If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6)**.



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