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## **Repairs Timescales**

### **Gas leak**

Open all doors and windows and do not use any electrical switch or device indoors, including a mobile phone. Turn off the gas at the meter if you can, but not if the control is in a basement or cellar. Go outside and phone the National Gas Emergency number: 0800 111999.

### **Emergency Repair – within 24 hours**

Only those that are potentially dangerous or could cause serious damage to the building:

Serious water leak

No heating or hot water for vulnerable resident during cold weather

– call O’Neill’s on 07947 401782 if the office is closed

Property insecure – broken window or door

Collapsed ceiling or similar

Hazard to household or public

Loss of electrical power

NB the contractor will make safe and carry out a basic repair and a full repair will be completed in due course.

### **Urgent – within 3 days**

Minor water leak

No heating or hot water

### **Routine – within 20 days**

All other repairs

*For repairs arrangements during the office Christmas closure, please refer to the specific instructions issued beforehand.*