249 Lewisham Way, London SE4 1XF
Telephone: 020 8691 5898 Website: www.brockley-tenants-co-op.co.uk

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 401 782 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 28 days

All other repairs

Repairing damp and mould investigated within 14 days

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