

Out of Hours Contractors

Please find below a list of works that are not considered emergencies works. This list is not a comprehensive list, but a guide to help you establish when you should phone your emergency contact. If you call your emergency number for repairs that do not constitute an emergency, you may be charged for the subsequent call-out.

List as follows as to what is **not** classed as an emergency:

Burst Pipes

- Water leaks that have been stopped and rectified. Turn off the water supply at the stopcock and use containers to try catching the water. If the water is affecting the electricity, switch off the supply at the mains. Contact the water board

Leaking wastes to baths and sinks

- Emergency repairs to leaking waste pipes for baths and sinks are normally only carried out if the appliance is un-useable because of the leak. If water from the leak is a slow drip and can be caught in containers, do this and report the repair during normal office hours.

No water supply

- Check whether or not the water authority has turned off the supply in your area by contacting a neighbour, or quite often the cold-water tap in the kitchen is linked directly to the mains, so try this. If there is no supply from this tap, then the supply has been stopped and you should contact the emergency water authority number. If it is only your home without water contact the water board

No heating/hot water – Gas

- Emergency repairs will normally only be carried out between October and May. If however a young child or elderly person resides in the home then this will be treated as an emergency. If you have an electric immersion heater as an alternative means of supplying hot water then you will be expected to use this until repairs can be carried out as routine maintenance. Check to see if the pilot light has gone out. If it has then, follow the instructions for re-lighting. Check the thermostat to see if it has switched to a high or low position. Only if none of the above works call the emergency contractor

No Power

- Check the fuses to see whether they have tripped or blown, if so reset the trip switch/fuse. Check with your neighbours to find out if they are also without power. If this is the case, it is probable that there has been a supply cut in your area. If this is the case contact the emergency number for the relevant supply authority. If you have followed these guidelines and still have no power, please contact the electricity board.

Sparking/Smoking Switch, Light Socket or Socket

- Disconnect all appliances and try to reset the trip switch/fuse. If there is still a problem do not use and contact Complete RPI on the next working day

No heating/Hot water – Electric

- Emergency heating repairs will normally only be carried out between October and May. If however, a young child or an elderly person resides in the home then this will be treated as an emergency. Check to see whether or not the fuses have tripped or blown. Check if the electricity supply is operating. If not follow the guidelines for no electricity. Only if none of the above works call the emergency contractor.

Blocked Drains/Waste pipes

- Are the tenants responsibility to clear - if this can not be done call a drainage specialist - this has to be paid for by the tenant

Broken, Loose or Missing Manhole Covers

- Emergency repairs will be carried out if the missing/damaged cover is causing danger to the tenant/public. Please telephone your Block Management Company (if appropriate) or Local Authority.

Break-In/Vandalism

- If you have suffered a break-in, which has resulted in damage to external doors or windows, please contact the police to attend and contact the emergency contractor to make the property secure then notify Complete RPI during working hours.

Gas Leaks

- If you can smell gas, switch off the supply at the mains or meter, contact the National Grid (tel: 0800 111999) immediately and follow their advice. If in doubt during office hours, contact Complete RPI.

Lost Keys

- It is not deemed to be an emergency if you lock yourself out or if you loose your door keys. You must arrange a locksmith to visit and allow access.

Fire

- In the event of a fire, contact the Fire Brigade without delay and follow their advice. Notify Complete RPI at the earliest opportunity.