

OUT OF HOURS EMERGENCY SERVICE

- The Service
- Electrical Emergencies
- Gas Leaks
- Burst Pipes
- Break-Ins
- Blocked toilets – unless there is another toilet you can use
- Fire Alarms

The Service

You should **only** use this service when there is a problem that could cause either harm to life and limb or structural damage to property. Our aim is to provide a prompt service in genuine emergency situations at a reasonable cost. If you use this service when there is not a real emergency, you may be charged.

If you have an emergency when our office is closed, other than a gas leak or an electrical power failure, please telephone LINBROOKS on **07971 136 781**. Back up number: **07984 454 575**.

Making safe is our main priority. It may be that we will need to return afterwards to complete the work.

Please note that if you call out the emergency service because you have lost your key, you will be charged £50.00

Electrical Emergencies

If you have a total power failure or dangerously exposed wiring, phone EDF on FREEPHONE 0800-783-8838 and inform us. You can leave a message on 0208 805 0548.

Gas Leaks

Gas leaks, or suspicion of gas leaks, should be reported to the National Grid immediately on FREEPHONE 0800-111-999

Burst Pipes

Please turn off the stopcock if you know where it is located. Inform your neighbours if there is any danger to them of flooding, and report incident to the Association as an emergency.

Break-Ins

Please always report break-ins to the police, by phoning 020-8807-1212. Obtain a crime reference number and inform your Housing Officer.

Blocked Toilets

The contractor should be called if the toilet is severely blocked **and** it is the only one at the premises. A charge will be made if the blockage is due to residents' misuse or neglect.

Fire Alarms

If the alarm goes off and the situation is life-threatening, please phone the FIRE BRIGADE on FREEPHONE 999.

Ring DEBCO on 0845-070-5510 if the system is causing repeated false alarms. They will re-set the system. Please also inform us.