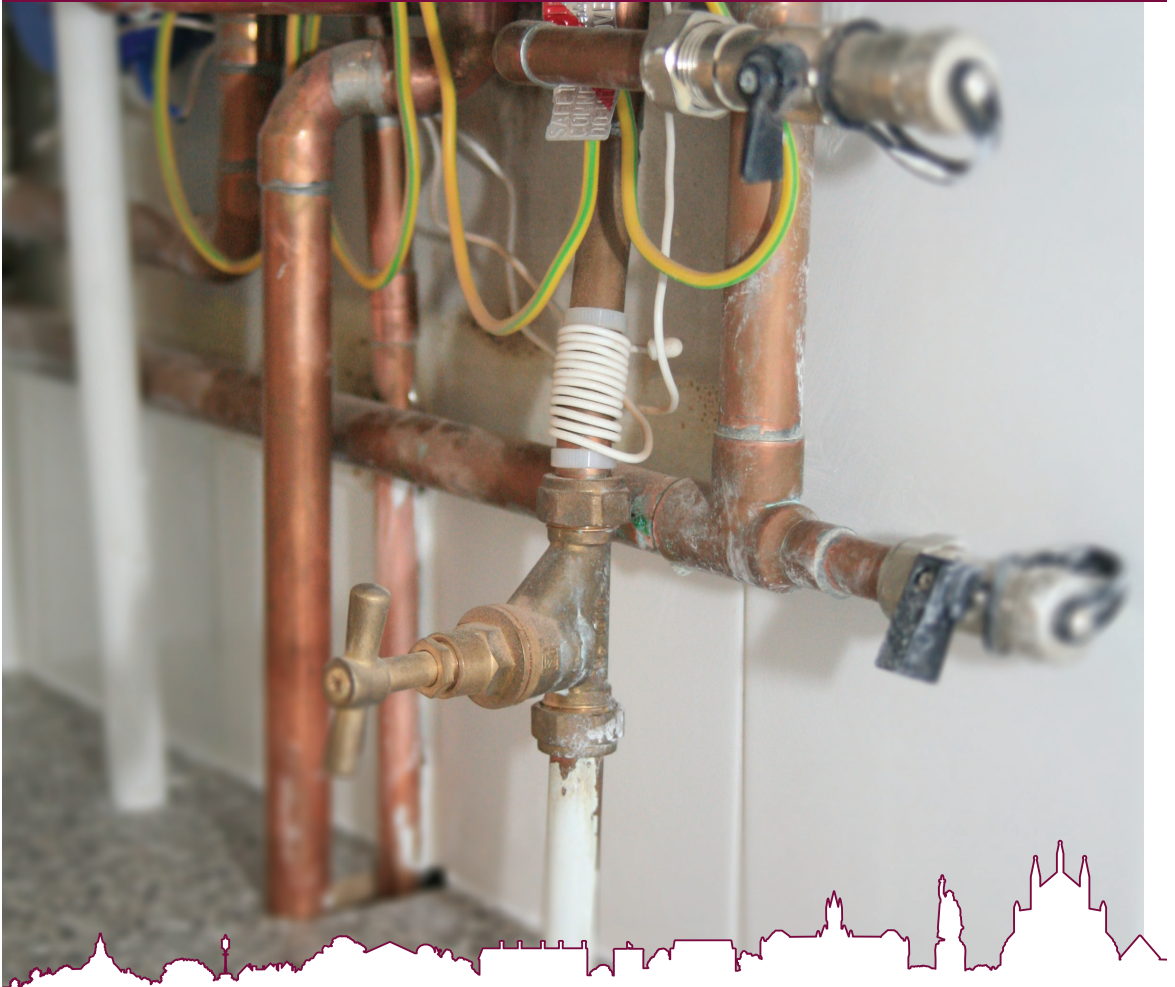


OUT OF HOURS EMERGENCY REPAIRS

Our out of hours service is set up to provide an emergency repairs facility when the Customer Service Centre is closed



THE OUT OF HOURS EMERGENCY REPAIRS SERVICE OPERATES:

- Between 5pm and 8.30am
Monday to Friday
- Weekends
- Bank Holidays

GAS LEAKS

Gas leaks, or suspicion of fumes from a gas appliance should be reported direct to Southern Gas Networks

0800 111 999

OUT OF HOURS REPAIRS  **01962 865 405**

OUT OF HOURS EMERGENCY REPAIRS

It is expensive to organise tradesmen out of hours, so it is important that you only request a call out for genuine emergencies. We define a "genuine emergency" as danger to life or limb, where there is a serious risk to health or where there is risk of considerable damage to the property, i.e. in the event of a water leak causing the ceiling to collapse. In exceptional circumstances, we may also regard a repair as an emergency if it would cause undue anxiety or stress, or would cause significant inconvenience over a prolonged period. The Council aims to respond and make safe wherever possible within 2 hours. Please see the response and repair for further information.

We do not tolerate verbal abuse towards our staff, so if you are abusive to our call out officer we will not treat your call as an emergency.

The emergency call out officer may use their discretion based on the nature of the call and in cases where the tenant is disabled, is a pensioner, or where there is a young baby in the house. The emergency system should not be used by tenants to "short circuit" the normal repair priorities.

We will charge you for the emergency call out if the contractor informs us that it was not a genuine emergency. You may be depriving another person with a genuine emergency if you abuse the system.

OUT OF HOURS EMERGENCY REPAIRS

Response

Out of Hours Call Outs - we endeavour to respond and make safe within 2 hours. However this will usually only mean temporary repairs. Follow up works may then need to be raised on lower priorities.

Emergency Repairs (during office hours)

These will be carried out wherever possible within 2 hours and may involve making safe or carrying out temporary repairs only. Follow up works may then need to be raised on lower priorities.

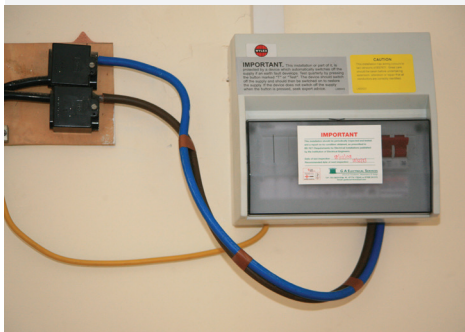
Repair

This category only includes work necessary to prevent danger to life, health or extensive damage to your property. In exceptional circumstances, we may also regard a repair as an emergency if it would cause undue anxiety or stress, or would cause significant inconvenience over a prolonged period. If your repair is

covered by any of the items in the list on the back page and can be managed overnight, it will be actioned the following day. If you call the Council out for work which is not an emergency, you may be charged for any costs over and above the normal repair charges.

We will restore:

- Total loss of electricity
- Defective light fittings to kitchen, bathroom and stairways
- Burst water pipes
- Loss of water supply
- Loss of hot water (1st Nov - 30 April)
- Total failure of central heating (1st Nov - 30 April)
- Replacement WC pans/where only 1 WC is available
- Restore flush to WC where tenant is unable to flush with a bucket
- Roof leaks
- Make safe dangerous roof slates/ chimneys.
- Defective external door locks
- Board up or reglaze for safety or security reasons
- Blocked sewers.



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OUT OF HOURS REPAIRS

 **01962 865 405**

CONTACT US

For more information please contact:

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01962 840 222

Email:
housingrepairs@winchester.gov.uk

Web:
winchester.gov.uk

Winchester City Council, City Offices, Colebrook Street, Winchester, SO23 9LJ

Why not like us on Facebook for regular updates and events!

www.facebook.com/
WinchesterTenants



Alternative formats

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by:

Phone
01962 840 222

Email
customerservice@winchester.gov.uk

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