



## Emergency Repair Contact Details

Norwich Housing Society operates an **Emergency** out of hours service which is provided by Centra. This service can be activated for **Emergency Repairs Only** by pulling any one of the orange pull cords in your property or by pressing your pendant. Should the issue be with your pull cords or intercom system, Centra can also be contacted on 0300 333 6511.

**Emergencies** include:

- No heating during winter months
- Burst pipes/water tanks and severe water leakage likely to cause serious damage
- Blocked WC or drains
- No water or electricity
- Break-in (e.g. insecure door or broken window) - Please note a police incident (crime reference) number must be given before a contractor will respond to the emergency
- Dangerous structures (e.g. loose tiles, chimneys)
- Fires requiring Fire Brigade and Police

Please remember, you should only use this service in an emergency. If you make any unreasonable use of this service you will be expected to pay for the call out and repair. Please **DO NOT** contact our contractors directly out of hours.

This section contains advice on what to do in an emergency along with useful advice on how to prevent problems happening in the first place.

### **POWER**

If you find you have no electricity:

- First check with your neighbours. If they also have no power then please contact your electricity provider.

- If it is only your flat which has no power, check your consumer unit to see if any switches have tripped. If so, switch the trip back on.
- If the switch still fails, this could be a fault on a recently used electrical appliance (i.e. kettle/iron/lamp etc) and is the cause of the problem.
- Failing all else report to Centra or **UK Power Networks** 24 hours a day on 0800 31 63 105 or 105 from a landline or a mobile

## **BURST PIPES**

To help prevent burst pipes, keep your home warm in the winter. If you are away for a few weeks - in hospital or visiting friends, for example, leave your key with a friend or ask us to drain down the system.

If you have a burst pipe:

- Turn the water off
- Turn on all the taps (to drain the system)
- Turn off the electricity if water comes into contact with electrical fittings
- Report to Centra or **Anglian Water** if required **0800 771 881**

## **IF YOU SMELL GAS**

- **Do not** strike a match or smoke cigarettes
- Switch off any gas appliances
- **Do not** touch electrical switches (whether switching on **or** off)
- Open all windows and doors
- Call **Transco** on free phone **0800 111 999** from a phone in a nearby property, **DO NOT** use a landline or mobile phone in the affected property.

All non-emergency repairs **must** be reported to the office or your Scheme Manager during daytime hours as normal.

Office - 01603 625078  
 Scheme Manager - Eleanor Road - 07887 476536  
 Scheme Manager - Rotary Court - 07917 384835  
 Scheme Manager - Westwood House - 07887 476540