









EMERGENCY CALL OUT SERVICE

The Association provides an out of hours call-out service to cover emergency repair situations.

To contact our emergency service call

0 8 0 0 0 7 3 5 1 4 8

Please keep this number in a safe place and use it in real emergency situations only, such as:

-  ***Locked out of house (you will be charged for this)***
-  ***Significant water leak (where you can't contain the water)***
-  ***Blocked drain or toilet (where this is the only toilet in the house)***
-  ***Complete loss of power (you should contact your electricity provider first)***
-  ***No lighting in common close / area***
-  ***Bare electrical wiring***
-  ***Broken window (where both panes broken through or glass unsafe)***
-  ***Faulty smoke or carbon monoxide detector (check / change the battery first)***

We will also attend call outs for no heating or hot water up until 8pm in the evenings and between 8am and 8pm during weekends and holidays. We may not be able to reinstate your heating during the call out but can provide temporary heaters until the repair is completed during normal working hours.

Our target response time is two hours. This is the time in which our contractor will attend and make safe the affected area. A follow up repair may be required and we will need access to your home during working hours to complete that repair.

Our out of hours call-out service is provided for real emergencies only. Please do not call if your repair can wait until the following working day. The contractor will not attend and will simply advise you to contact the Association during office hours to have your repair addressed.



