

grainger



*Emergency and
urgent repairs*



Rent well. Live well.

Emergencies and urgent repairs

Please see the following guidance for:

- Emergencies
- Urgent repairs
- How to report all other repairs

Emergencies

What is an emergency?

The table opposite outlines what we classify as an emergency. Please call **999** in an emergency and report it to our out of hours service team on **0345 300 5824**.

When should I contact the emergency services?

Certain emergencies such as a fire or a gas leak will require the public emergency services. Please use a common-sense approach in these circumstances.

Urgent repairs

What is classified as an urgent repair?

An urgent repair is classified as:

- White goods or landlord appliances
- Blocked toilets or drains
- No hot water
- Heating not working
- Minor water leak

If you require an urgent repair out of hours or on the weekend, we have a dedicated team on hand to help.

Other repairs

How do I report all other repairs?

All other repairs should be reported during office hours, Monday –Friday, 9am – 5pm using the **MyGrainger App**, where you will be able to track the progress of your repair request.

Emergency	But remember to...
Fire	<ul style="list-style-type: none">• Contact the emergency services on 999 immediately then call our out-of-hours service on 0345 300 5824
Gas leak	<ul style="list-style-type: none">• Contact the National Grid Emergency Service on 0800 111 999, then call our out-of-hours service on 0345 300 5824
Structural collapse or risk of collapse	<ul style="list-style-type: none">• Immediately vacate the property then call our out-of-hours service on 0345 300 5824
Security (break ins) – entrance/exit	<ul style="list-style-type: none">• Contact the emergency services immediately on 999 then call our out-of-hours service on 0345 300 5824

Urgent repairs	But remember to...
Leaks which cannot be stopped or will cause further damage if allowed to continue	<ul style="list-style-type: none">• Turn off the water using the stopcock• Place a suitable receptacle under the leak to prevent further damage• Contact the occupants if the leak is coming from a property adjacent or above• Call our out-of-hours service on 0345 300 5824 to inform us of the leak and the outcome of contact with any neighbouring property
Electrical failure	<ul style="list-style-type: none">• Telephone the electricity supplier to check if the failure is because of an unpaid bill or general power cut, if not, call our out-of-hours service on 0345 300 5824
Heating system breakdown at the beginning of a weekend or holiday period where there is risk of the system freezing	<ul style="list-style-type: none">• Contact our out of hours service on 0345 300 5824