

Emergency Priorities

Your repair will be classed as an emergency if it fits the following criteria:-

Joinery

- entrance door won't lock
- Sole entrance door won't open
- Secure property after break-in

Heating

- Central Heating not working (where no gas fire)
- Smell of fumes/gas from fire or boiler

Electrical

- No power to all sockets or all lights

Plumbing

- Burst Pipe
- Burst Tank
- Blocked WC
- Blocked Drain
- Repair **bad** leak to pipe/radiator

General / Building / Roofing

- Make safe dangerous internal wall
- Make safe dangerous ceiling
- Make safe dangerous chimney stack
- Make safe dangerous slates (weather conditions permitting).

For more information on repairs please contact your local office.

Our Main Local Offices are:

**Impact Housing Association Ltd
Nook Street
Workington, Cumbria
01900 842100**

**Impact Housing Association Ltd
47 Nelson Street
Carlisle, Cumbria
01228 633600**

**Impact Housing Association Ltd,
The Oval Centre, Salterbeck Dr,
Salterbeck, W/ton, Cumbria,
01946 833100**

**Email: enquiry@impacthousing.org.uk
Www.impacthousing.org.uk**

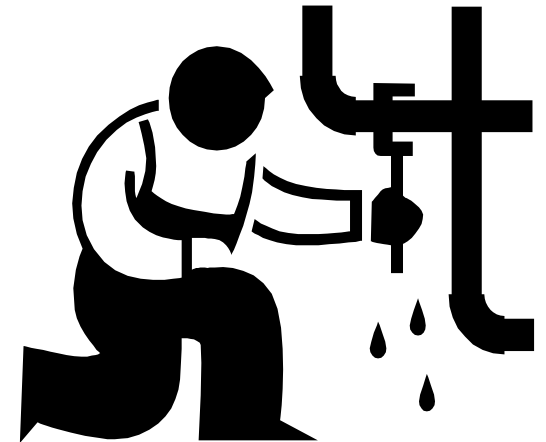
Our Head Office is: Nook Street,
Workington, Cumbria CA14 4EH.
Tel: 01900 842100 Fax: 01900 842101
Email: enquiry@impacthousing.org.uk
Website: www.impacthousing.org.uk

Impact Operates as a Charity

**For Type talk users please prefix
18001 in front of the number you are
calling**

Emergency Repair Service

Out of Hours Only



**We can provide information in Large
Print, Braille, other Languages or
audio. Please—Just Ask**

Emergency Repairs Service

What number should I call?

From 1st February 2006 if you have an emergency repair **out of office hours** you need to ring:-



07768 723447

This number will be answered by a member of Impact Staff. If the line is busy, please leave a message with your name, address, and telephone number and we will get back to you as soon as possible.

When you call, our staff will take details of the repair, and then arrange for a contractor to call. If the repair can wait until the office re-opens, we will let you know it is not classed as an emergency and the works will be carried out during normal office hours.

In some cases a temporary repair may be necessary until the contractor can get back to carry out a more lasting repair.



We will always call you back to check the contractor has called and the works have been carried out.

Your Questions:

Is my repair an emergency?

Please remember this number should only be used if you need a serious repair done, e.g. you have a burst pipe, no electricity, or no heating or hot water. A list of emergency repairs is on the back of this leaflet. For all other repairs you should call your local office when it is open.

We may decide that a repair could be carried out as an emergency if our vulnerability criteria applies to you. This might be if you have very young children, are old, or have a disability.

How long will I wait?

We aim to deal with real emergencies within 2 hours of you reporting the problem. We'll tell you if it could take longer than this.



Will I be charged for the call-out?

No, not normally. Impact will pay for most repairs. If however the repair is not due to accidental damage or normal wear and tear we may carry out the repair then recharge you the cost. An example would be if you lost your door keys and you asked us to replace the lock. In these cases we will carry out the repair but will **recharge you** the cost of the call-out and the cost of the repair.



You will be advised of this at the time of reporting the repair. Your Housing Officer will contact you to arrange any recharge repayments.

When should I ring the out of office number?



You should only ring this number for emergencies when our offices are closed. This means you should use it after 5pm and before 9am on week-days, and anytime between 4.30pm on Friday and 9am Monday morning at the weekends.