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27<sup>th</sup> March 2003

## Ringling the changes

Whitefriars Housing Group has reaffirmed its commitment to providing a rapid and high-quality repairs service to its tenants, with the announcement of a new out of hours emergency repairs centre number.

From 31<sup>st</sup> March, tenants who have emergency repairs that need to be dealt with outside of office hours should call **0116 242 4399**.

Calls to this number will go straight through to an emergency repairs reporting centre, where specially trained staff will pinpoint the exact nature of the repairs needed.

Whitefriars Head of Technical Services, John Creswell said:

“We are now using one of the largest and most experienced housing repairs reporting centres in the country. Specialist staff will ask the right questions to understand tenants specific problems, and will ensure that the right tradesperson attends their home. The number is for out of hours emergencies only. Non-emergencies will not be accepted and should be reported in the normal way to the tenants nearest housing office during normal office hours.”

An emergency repair is something that needs attention before the next working day. Staff at the reporting centre will decide whether requests need an out of hours emergency response.

Examples of emergencies include:

- Gas leaks
- Seriously leaking pipes
- Leaks from the flat or floor above
- Severe roof leaks (unless weather conditions put works people in danger)
- Total failure of electrics
- Faulty locks – if keys are lost we will re-charge the tenant
- No heating or hot water – normally only in winter and where there is more than 24 hours until the next working day

Examples of non-emergencies include:

- Minor water leaks
- No hot water (unless occupants are frail, elderly, sick or very young, or there is more than 24 hours to the next working day)
- Repairs to individual lights or sockets

-Ends-

**For further information please contact Nikki Newall at The Bridge Group on 02476 217 398 or [n.newall@bridge-group.co.uk](mailto:n.newall@bridge-group.co.uk)**