

Emergency Out of Hours Repairs



Nottingham Properties Call: 07584 563 117

For evenings, weekends and bank holidays ONLY

This is not a 999 emergency service. Please only use if you are unable to contact the office on **0115 969 6355**. It is for repairs that if not carried out imminently may result in lives, health or property being put at serious risk. You may be charged if you call us out to a repair that is not an emergency. Our contractors can guide you and here are some examples of situations likely to be an emergency:

- No heating or hot water (no hot water, will only be classified as an emergency in exceptional circumstances)
- No lights or power
- Electric shock
- Exposed bare wires (including ceilings)
- A burst pipe or tank
- Locked out or locked in (you may be charged)
- Unsafe building e.g. leaning chimney stack
- Blocked sewer or toilet (where there is only one toilet in the property)
- Rain entering the property
- Taps stuck full on (where water cannot be turned off at the stop tap)
- Property insecure e.g. broken window or damaged door following an accident or incident

If you smell gas or have fumes escaping you must always telephone the National Gas Emergency number:

0800 111 999.

Emergency repairs are usually dealt with within the first few hours of them being reported. We'll usually carry out a temporary repair to make the situation safe and then a permanent repair will be carried out as soon as possible afterwards.

If you use the emergency number to tell us about a non-urgent repair, we'll ask you to call back between 9am and 5pm, Monday to Friday, to report the repair in the usual way. Please be advised that if any repairs are considered to be due to tenant negligence, you may be charged.