

# **CARSINGTON, SOUTH EAST, CITY, MERCIA, DOVE & DERWENT DEANERIES**

## **EMERGENCY ADVICE**

### **Introduction**

To ensure the best use of our resources we have compiled a list of suitably approved contractors for your reference.

If an approved contractor is unavailable, please contact the Property Team, during office hours, who will try to find an alternative. Out of office hours, do not delay, please contact a local contractor to carry out the repair.

As you will appreciate, an emergency out of hours repair costs the Diocese substantially more than a repair carried out during normal office hours, so please ensure that only emergencies are dealt with out of hours.

All emergency repairs should be reported to the Church House Property Team as soon as possible. This way the repair can be monitored, audited, and managed.

### **What is considered to be an emergency?**

An emergency repair is any fault which threatens harm to persons or property. Examples include;

#### **1 Heating and hot water**

Where you or your home is at risk due to a major water leak from any part of the heating system, and where the heating system fails.

Please note: Not having hot water is not considered an emergency if you have an electric immersion heater and/or an electric shower. An exception to this would be for household members who are frail, elderly or registered disabled.

#### **2 Gas leaks**

If you smell gas, please telephone (British Gas) on 0800 111 999 who will attend to isolate the meter and make safe where necessary.

#### **3 Total lack of water supply**

Before contacting a plumber, please check with the water utility company to ensure that works are not being carried out in the area.

#### **4 Total lack of electricity supply**

Before contacting an electrician, please check with the electricity utility company to ensure that works are not being carried out in the area.

Please check the electrical distribution box – has one or more fuses tripped?

#### **5 Plumbing leaks**

If the leak is causing damage, then it will be considered an emergency - especially if penetrating into an electrical fitting. In the interim you should turn off your water supply at your stopcock or gate valve, and your electricity supply.

## 6 **Blockages**

If you have access to more than one WC, and only one is blocked, then please arrange for a plumber to attend during normal working hours.

## 7 **Roof leaks or other damage**

Where the damage to the roof is likely to worsen or when it is hazardous (eg roof tiles may fall onto a path, drive or highway), then please ring a roofing or general building contractor identified within this handbook. Please be aware that in the event of adverse weather conditions, the contractor will only make the roof safe. The Church House Property Team, will then liaise with the contractor to arrange a permanent repair for a later date when good weather permits.

## 8 **Downpipes and gutters**

Please only contact an emergency building contractor if water is entering the building causing major damage or the loose part is dangerous.

## 9 **Broken windows & Doors**

Where the damage is caused as a result of a crime. In this case, please notify the local police force who will supply you with a crime reference number, which we will need for our records and report the matter to the Church House Property Team.

For other breakages, if they pose a security risk or are letting rainwater in, then please arrange for a contractor to attend.

## 10 **Door locks**

Please arrange to contact the locksmith:

1. If you cannot open or secure a door.
2. In the unfortunate event that you have been the target of criminals who may have stolen your keys, then please report this matter to the police and obtain a crime reference number and report the matter to the Church House Property Team.

## 11 **Dangerous trees**

Trees are particularly vulnerable to the effects of high winds during a storm and sustain various types of damage as a result. If a tree is unsafe and unstable and there is imminent danger to persons and property, where possible please take supportive photographic evidence and contact the emergency tree work specialist outlined within this booklet.

We are committed to offering a first-class repair service. If you have to arrange for a contractor to attend to an emergency, then please ensure the Property Team are informed as soon as possible, we can be contacted Monday to Friday between 9am – 5pm:

Post: Derby Church House, Full Street, Derby DE1 3DR  
e-mail: [propertyteam@derby.anglican.org](mailto:propertyteam@derby.anglican.org)  
Telephone: 01332 388650

## EMERGENCY CONTACTS

### **Locksmiths - Door & Window mechanisms**

Company:	Bernard Toon & Son Master Locksmiths
Contacts:	Bernard or Richard Toon
Telephone:	01332 233425 or 07973228519
Website:	<a href="http://www.toonslocksmiths.co.uk">www.toonslocksmiths.co.uk</a> email <a href="mailto:enquiries@toonslocksmiths.co.uk">enquiries@toonslocksmiths.co.uk</a>
Areas of operation	30-mile radius of Derby

#### **Areas of Expertise**

- : Gain entry to your property should you lose your keys or your lock malfunctions.
- : Change locks, either on a like for like basis or upgrading.
- : Garage door locks, shed and outbuildings security.
- : UPVC lock repairs, faulty door and window mechanisms opened, repaired or replaced
- : Repair or service most types of lock.
- : Broken letter plates

### **Electrician**

Company:	Cooper Electrical Services
Contacts:	David Cooper 07976 571323; John Lander 07860 807099 Outside office hours, 01773 550659 / 07976571323
Telephone:	As above
Website:	<a href="http://www.cooper-electrical-services.co.uk">www.cooper-electrical-services.co.uk</a>
Areas of operation	All areas

#### **Areas of Expertise**

Domestic maintenance and repair services, installations and testing, periodic inspections, fault findings, smoke and carbon monoxide detectors.

### **Plumbing & Heating Repairs**

Company:	Gascoynes (Derby) LTD
Contacts:	Lesley Gascoyne or Caroline
Telephone:	Office Hours: Monday - Friday: 8am - 4pm - 01332 385 511 Emergency Call Out (Out of Hours) telephone: 01332 880 501
Website:	<a href="http://www.gascoynesderbyltd.co.uk">www.gascoynesderbyltd.co.uk</a>
Areas of operation	All areas

#### **Areas of Expertise**

All aspects of plumbing & heating.

## Roof & General Repairs

Company:	Woodward Building Management & Maintenance Ltd
Contacts:	Ian Woodward
Telephone:	01332 300800 07467 944936
Website:	www.wbmm.co.uk
Areas of operation	All areas

### Areas of Expertise

Make safe roofs, and general roof repairs

## Drainage

Company:	Ansa Drains
Contacts:	
Telephone:	0330 555 4017
Website:	www.ansadrains.co.uk
Areas of operation	National
Company:	Aquajet Specialist Drainage Contractors
Contacts:	
Telephone:	01283 730333
Website:	
Areas of operation:	Derby

### Areas of Expertise

Emergency unblocking of clogged toilets, CCTV drain surveys and investigations, leak detection, drain repairs and replacements.

## Acts of Vandalism or Burglary

In the unfortunate event that your property has been the subject of vandalism or an attempted break in, then please inform the Police and obtain a crime reference number, and report the matter to the Church House Property Team on 01332 388650

Company:	Abbey Glass Derby Limited
Website:	<a href="http://www.abbey-glass.co.uk">www.abbey-glass.co.uk</a> Email enquiries@abbey-glass.co.uk
Telephone:	Dial 01332 371883 and follow instructions
Company:	Burton Glass
Website	<a href="http://www.abbey-glass.co.uk">www.abbey-glass.co.uk</a> Email enquiries@abbey-glass.co.uk
Telephone:	Dial 01283 567080 and follow instructions
Areas of operation	Derby & Burton

### Areas of Expertise

Emergency boarding up

## Tree Works

Company:	Greg Long Tree Care & Landscape Contractors
Contacts:	Greg Long
Telephone:	01332 780160; 07973 439545
Website:	www.greglongtreecare.co.uk email a.longcontracting@btinternet.com

Company:	Belper Tree Surgeons
Contacts:	Jonathan Needham
Telephone:	07539 231809
Website:	

Areas of operation	Derby & Derbyshire
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### **Areas of Expertise**

Emergency Tree Works & clearance in the event of a natural catastrophe i.e. flooding, lightning, and other natural forces.

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