

HARDWICK & NORTH EAST 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
Telephone: 01332 388650

EMERGENCY CONTACTS

Locksmiths - Door & Window mechanisms

Company:	W G Pollard Limited
Website:	www.wgpollard.co.uk Email sales@wgpollard.co.uk
Telephone:	01246 274 771

Areas of Expertise

- : Burglary repairs
- : Not 24-Hour Service
- : Gain entry to your property should you lose your keys or your lock malfunctions.
- : Lock repairs and replacements
- : Garage door locks, shed and outbuildings security.
- : UPVC lock repairs, faulty door and window mechanisms opened, repaired and replaced
- : Repair or service most types of lock.

Electrician

Company:	Cooper Electrical Services
Contacts:	David Cooper 07976 571323; John Lander 07860 807099 Outside office hours, 01773 550659 / 07976571323
Telephone:	As above
Website:	www.cooper-electrical-services.co.uk
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:	Robert Beecroft Plumbing & Heating
Contacts:	Robert Beecroft
Telephone:	01773 541180 or 07970501978 (Not 24 hour)
Areas of operation	Hardwick & North East Deaneries

If 24 hour/Out of hours service required contact:

Company:	Tower Plumbing & Heating
Contacts:	Shane Broughton
Telephone:	Office hours 01246 558039. Emergency call out number is 07831 335303 or 07875 433384.
Website:	www.towerheating.co.uk / Email: info@towerheating.co.uk
Areas of operation	All areas

Areas of Expertise

All aspects of plumbing & heating.

Roof & General Repairs

Company:	Simon Walton Building Services
Contacts:	Simon Walton
Telephone:	07786 230148
Website:	None
Areas of operation	Hardwick & North East Deaneries

Areas of Expertise

Make safe roofs, and general roof repairs

Tree Works

Company:	Pope Bros (Chesterfield) Ltd
Contacts:	John Pope enquiries@popbros.co.uk
Telephone:	01246 234257
Areas of operation	Derby & Derbyshire
Company:	Ken Portas (Tree Surgeon)
Contacts:	Ken or Samantha Portas
Telephone:	01246 203557 or 07967 796271
Areas of operation:	Derby & Derbyshire
Company:	Belper Tree Surgeons
Contacts:	Jonathan Needham
Telephone:	07539 231803
Areas of operation	Derby & Derbyshire

Areas of Expertise

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

Drainage

Company:	Ansa Drains
Website:	www.ansadrains.co.uk
Telephone:	0330 555 4017
Areas of operation	National

Areas of Expertise

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

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