

High Peak Deanery

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, such as:

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.

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.

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.

Total lack of electricity supply

Before contacting an electrician, 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?

Plumbing leaks

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

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.

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 Property Team will then liaise with the contractor to arrange a permanent repair for a later date when good weather permits.

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.

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.

Door locks

Please 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.

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:	Able Entry
Contacts:	Keith Chaplain
Telephone:	07971857595 or 0161 870 9158
Website:	www.ableentrylocksmiths.co.uk Email enquiries@ableentrylocksmiths.co.uk
Areas of operation:	High Peak
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.	
Repair or service most types of lock.	

Electrician	
Company:	ProSafe Electrical Services
Contacts:	Ash Awan
Telephone:	07990 513994 or 01663 734642
Website:	www.prosafe-electricals.co.uk Email ash@prosafe-electrical.co.uk
Areas of operation:	High Peak
Areas of Expertise	
Domestic maintenance and repair services, installations and testing, periodic inspections, fault findings, smoke and carbon monoxide detectors.	

Plumbing & Heating Repairs	
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.	

Plumbing Repairs	
Company:	Rightio
Contacts:	Hotline Team
Telephone:	01663 721468/ 07892 704991
Website:	https://www.rightio.co.uk
Areas of operation:	High Peak
Areas of Expertise	
For general plumbing repairs i.e. repairing washers to taps, leaking waste pipes under the bath, blocked or leaking toilets.	

Roofing & Building Repairs

Company: Alf Rushby Building Contractors

Contacts: Alf Rushby

Telephone: 01457 868563 or 07961 835773

Website:

Areas of operation: High Peak

Areas of Expertise

All building works including roof line works to chimney stacks, valleys, sarking felt and storm damage repairs to property and outbuildings. Willing to undertake work to Churches.

Tree Works

Company: Bankswood Tree Care

Contacts: Gareth Gerrard

Telephone: 01457 863 587 or 07823 337 053

Website: www.bankswood-treecare.co.uk

Areas of operation: High Peak

Company: J B Landscapes

Contacts: www.tree-surgeon-derbyshire.co.uk email jblandscapesltd@gmail.com

Telephone: 01332 780866/07968 263429

Areas of operation: All areas

Areas of Expertise

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

Drainage

Company: We clear any drains (W.C.A.D)

Contacts:

Telephone: 07932 826625

Website:

Areas of operation: All areas

Areas of Expertise

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