

Carsington, South East, Derby 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, 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:	Bernard Toon & Son Master Locksmiths
Contacts:	Bernard or Richard Toon
Telephone:	01332 233425 or 07973228519
Website:	www.toonslocksmiths.co.uk email enquiries@toonslocksmiths.co.uk
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:	www.cooper-electrical-services.co.uk John.Lander@live.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:	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:	www.gascoynesderbyltd.co.uk info@gascoynesltd.co.uk
Areas of operation	All areas
Areas of Expertise	
All aspects of plumbing & heating.	

Roof & General Repairs

Company:	Paul Fisher
Contacts:	Paul
Telephone:	07534 783961
Website:	Email Paulfisher394@gmail.com
Areas of operation	All areas
Areas of Expertise	
Make safe roofs, and general roof repairs	

Drainage

Company:	We clear any drains (W.C.A.D)
Telephone:	07932 826625
Areas of operation	All areas
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:	www.abbey-glass.co.uk Email enquiries@abbey-glass.co.uk
Telephone:	Dial 01332 371883 and follow instructions
Company:	Burton Glass
Website:	www.abbey-glass.co.uk 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:	J B Landscapes
Telephone:	01332 780866/07968 263429
Website:	www.tree-surgeon-derbyshire.co.uk email jblandscapesltd@gmail.com
Areas of operation	All areas
Company:	Alton Manor Trees
Contacts:	Matt
Telephone:	07871 640735
Website:	Email matthewjones379@gmail.com
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.	