

# **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. Please remember try to ensure that only emergencies will be dealt with out of hours. As you will appreciate an emergency out of hours repair costs the Diocese substantially more than a repair carried out during normal office hours.

Please ensure all emergency repairs are to be reported to the Church House Property Team as soon as possible. You should contact us on 01332 388650 Monday to Friday between the hours of 9am and 5pm. You will need to provide a brief description of the repair, the contractor who attended, and most importantly your contact details. 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 Church House Property Team are informed as soon as possible at the following address:

The Property Team  
Diocese of Derby  
Derby Church House  
Full Street  
Derby  
DE1 3DR  
e-mail: [propertyteam@derby.anglican.org](mailto:propertyteam@derby.anglican.org)  
Tel: 01332 388650

## EMERGENCY CONTACTS

<b>Locksmiths - Door &amp; Window mechanisms</b>	
Company:	W G Pollard Limited
Contacts:	
Telephone:	01246 274 771
Email:	sales@wgpollard.co.uk
<b><u>Areas of Expertise</u></b>	
: 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.	
<b><u>Typical examples of fees</u></b>	
: Renew mortice lock during normal office hours (9am to 5pm) £75 plus VAT, parts included.	
: Upvc door mechanism repair £180 plus VAT	
: Lost keys 6pm – 12pm £90 plus VAT if local	
: Ease and adjust internal doors £50 plus VAT if local	
: Fitting only (not supply) of new internal doors including ironmongery (£50 plus VAT) if local	

<b>Electrician</b>	
Company:	Cooper Electrical Services
Contacts:	David Cooper 07976 571323; John Lander 07860 807099 Outside office hours, 01773 550659 / 07976571323/ 07976571323
Telephone:	As above
Email:	
Website:	www.cooper-electrical-services.co.uk
Areas of operation	All areas
<b><u>Areas of Expertise</u></b>	
Domestic maintenance and repair services, installations and testing, periodic inspections, fault findings, smoke and carbon monoxide detectors.	
<b><u>Typical examples of fees</u></b>	
During normal working hours 9am to 5pm - £25 per hour plus VAT for Central Derbyshire postcodes.	
Fees for evening or weekend call outs are charged at £35 per hour plus VAT	
A typical call out to Dronfield would cost £50 plus VAT.	

## Plumbing & Heating Repairs

Company:	Robert Beecroft Plumbing & Heating
Contacts:	Robert Beecroft
Telephone:	01773 541180 or 07970501978 (Not 24 hour)
Email:	rbeecroftplumbing@hotmail.co.uk
Website:	
Areas of operation	Hardwick & North East Deaneries

### **Areas of Expertise**

All aspects of plumbing & heating.

### **Typical examples of fees**

£30 per hour

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.
Email:	info@towerheating.co.uk
Website:	
Areas of operation	All areas

### **Typical examples of fees**

Normal day work rate is charged at £30.00 per hour plus VAT. Emergency call out is charged at £45.00 per hour minimum charge of 2hrs plus vat.

## Roof & Building Contractor Repairs

Company:	PA Wibberley Builders Chesterfield
Contacts:	Phil Wibberley
Telephone:	01246 234737 or 07900248874
Email:	philwibberley@sky.com
Website:	
Areas of operation	All areas

### **Areas of Expertise**

Make safe roofs, and general roof repairs

### **Typical examples of fees**

£140 plus VAT standard call out fee to make safe a roof, more for a three-story property.  
Add roughly £500 -£700 in the event that a scaffold is required for any required follow on work.

## Tree Works

Company: Pope Bros (Chesterfield) Ltd

Contacts: John Pope

Telephone: 01246 234257

Email: john.pope@virgin.net

Company: Ken Portas (Tree Surgeon)

Contacts: Ken or Samantha Portas

Telephone: 01246 203557 or 07967 796271

Email: sam.portas@sky.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.

### **Typical examples of fees**

Depends on the size of the tree and infrastructure required to facilitate removal.

## Drainage

Company: Ansa Drains

Contacts:

Telephone: 0330 555 4017

Email: info@ansald.com

Website: www.ansadrains.co.uk

Areas of operation National

### **Areas of Expertise**

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

### **Typical examples of fees**

: Jetting is £75 plus VAT per hour

: Clearing a blocked toilet (jetting and rodding) is £100 plus VAT, £35 plus VAT per hour thereafter

: CCTV is £120 plus VAT, jetting is an additional £35 plus VAT per hour (£155 plus VAT)

: Investigate underground burst / trace leak £300 plus VAT. Repair is an additional £150 plus VAT which includes up to 2m of pipework to be replaced. Additional costs apply beyond 2m.