

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.

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. Please 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
Tel: 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:

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

Typical examples of fees

Hourly rate of £35-£40 per hour plus VAT. If the job is a more difficult or time consuming repair and takes all day then the cost is likely to be in the region of £200 plus VAT.

- : Renew mortice lock during normal office hours (9am to 5pm) £70 plus VAT, parts included.
- : Upvc Door Mechanism repair (£90-£150)
- : Lost Keys 6pm – 12pm (£70-£80)

Electrician

Company: Cooper Electrical Services

Contacts: David Cooper 07976 571323;
John Lander 07860 807099
Outside office hours, 01773 550659 / 07976571323/ 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.

Typical examples of fees

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

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:	
Areas of operation	All areas

Areas of Expertise

All aspects of plumbing & heating.

Typical examples of fees

Normal working hours £62 plus VAT includes first hour, £48 plus VAT hourly rate thereafter.

Emergency call out fees after 5pm weekdays and weekends are charged at £86 plus VAT includes first hour on site, £48 plus VAT hourly rate thereafter

More for postcodes beyond DE, to allow for travel time to and from the job.

Roof & Building Contractor Repairs

Company:	Woodward Building Management & Maintenance Ltd
Contacts:	Ian Woodward
Telephone:	01332 300800
Website:	
Areas of operation	All areas

Areas of Expertise

Make safe roofs, and general roof repairs

Typical examples of fees

£80 inclusive of VAT – Standard call out fee.

Drainage

Company:	Ansa Drains
Contacts:	
Telephone:	0330 555 4017
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 2 metre of pipework to be replaced. Additional costs apply beyond 2m.

Alternatively, please call Aquajet Specialist Drainage Contractors, Hilton Building Park, The Mease, Hilton DE65 5FJ. Telephone 01283 730333, Email: aquajetltd@aol.com

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
Contacts:	
Telephone:	Dial 01332 371883 and follow instructions

Company:	Burton Glass
Contacts:	
Telephone:	Dial 01283 567080 and follow instructions
Areas of operation	Derby & Burton

Areas of Expertise

Emergency boarding up

Typical examples of fees

In normal working hours the fees are £150 plus VAT, Outside of normal working hours the fees are £200 plus VAT

Tree Works

Company:	Greg Long Tree Care & Landscape Contractors
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Contacts:	Greg Long
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Telephone:	01332 780160; 07973 439545
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Website:	www.greglongtreecare.co.uk
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Company:	Ecotree Company
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Contacts:	
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Telephone:	01332 880526
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Website:	
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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.

Typical examples of fees

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