

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.

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:	Able Entry
Contacts:	Keith Chaplain
Telephone:	07971857595 or 0161 870 9158
Website:	www.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.

Typical examples of fees

- : Renew mortice lock (5pm to 6pm evening call out) £80
(6pm to 12pm evening call out) £90
(After 12pm until 7 am) £120
- : Conservatory door lock repair (5pm to 6pm evening call out) £75
(6pm to 12pm evening call out) £85
(After 12pm until 7 am) £115
- : Upvc door mechanism repair Estimate £150

Electrician

Company:	ProSafe Electrical Services
Contacts:	Ash Awan
Telephone:	07990 513994 or 01663 734642
Website:	www.prosafe-electricals.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.

Typical examples of fees

- Mon – Fri 9am to 5pm, excludes Bank Holidays) £45 for the call out and that covers the first hour
- Out of hours, plus Sat, Sun and bank holidays - £65 for the first hour then £45 there on after
- All materials are extra

Heating Repairs

Company:	Gas Care UK
Contacts:	Carol Fielding
Telephone:	01457 868040
Areas of operation:	High Peak

Areas of Expertise

Gas heating repairs

Typical examples of fees

£30 plus VAT diagnosis charge for repairs Monday to Friday (9am - 5pm). Evening and weekend rates are charged at £70 plus VAT.

Plumbing Repairs

Company:	Green Orchard Design & Build Ltd
Contacts:	Marcus Bennett
Telephone:	07841 122634
Areas of operation:	High Peak

Typical example of fees

After 5 pm the contractor charges £20 plus VAT for the first hour. At the weekend they charge £50 plus VAT for the first hour.

Company:	Rightio
Contacts:	Hotline Team
Telephone:	01663 721468
Website:	https://www.rightio.co.uk/
Areas of operation:	High Peak

Typical examples of fees

Labour rates are £99 plus VAT per hour which excludes parts.

Weekend and evening labour rates are £119 plus VAT per hour which also excludes parts.

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 07961835773
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.

Typical examples of fees

They do not operate an hourly rate or call out fee. Every repair is assessed individually.

Typical examples of fees charged include:

: Make safe roof £60 if local, £100 if further afield.

: Renew two slates £50 if local, if furthest south i.e. Bakewell locality expect a typical fee of £100 which takes account of travelling time and fuel costs.

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

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. As a rough guide they typically charge £250 plus VAT which covers the call out fee and making the tree safe, this does not involve clearance.

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 2m of pipework to be replaced. Additional costs apply beyond 2m.