



Chadworth Developments Ltd  
2c Bromborough Road, Bebington, Wirral, CH63 7RE

# EMERGENCY & GENERAL REPAIR INSTRUCTIONS FOR TENANTS

(last updated September 2018)

## General Non-Emergency Repairs

In the event that you have a general non-emergency repair (eg. a blocked gutter) that requires attention please telephone us on **0151 644 6974** and choose **option 2**, please leave a voicemail if necessary and we will endeavour to respond within 48-72 hours.

## Emergency Repairs

In the event that you experience an emergency repair issue (eg. a leaking roof) that requires immediate attention please telephone **0151 644 6974** and choose **option 4**, please ensure that you leave a voicemail with an explanation of the problem, your full address, and the best contact number to call you back on. The voicemail that you leave will automatically be forwarded on to the member of staff on call; we will always endeavour to call you back within 30 minutes. In the unlikely event that a member of staff doesn't call you back in the desired time frame then please find a full list of approved contractors below that you may try to contact directly.



### **Smell Gas? What to do next:**

If you smell gas or think that you may have a gas leak somewhere then you should call Transco Gas Emergencies line straight away on **0800 111 999** (This is a 24 hour emergency line). Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible. Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion. Do not smoke, light a match or any other naked flame. Do not try and investigate the problem or attempt to fix a leak or a faulty appliance.

If your emergency relates to a boiler breakdown and we have not responded to you within 30 minutes of your original enquiry then you can try contacting one of our Gas Safe Registered plumbers direct, you can choose from the list below:

- Paul Donnelly – 07766 604 642 / 0151 666 1262
- Martin Murdoch – 07720 573 499

If your emergency relates to a burst or leaking pipe please search for your stopcock (normally located under/near your kitchen sink) and turn the water off immediately to prevent further water damage whilst you wait for someone to contact you.



**Other approved contractors telephone numbers:**

- Andy – Roofer - 07716 407 386
- Dave - Electrician - 07831 528 462
- Richard – General Handyman – 07787 513 470
- James – Joiner – 07453 684 698
- Bob - Locksmith - 07798 613 677
- Mike – Windows & Doors – 07980 907 721

If you have locked yourself out of your property outside of normal office opening hours we may have a member of staff available to call in and collect a spare set of keys from our office and drive to your property to let you in, please note that there will be a charge of £25.00 that must be paid in cash before access to the property will be granted. If we do not have a member of staff available at the time you lock yourself out then it is your responsibility to arrange and pay for a local 24 hour locksmith to attend the property and grant you access.

Please find attached an example of a 24 hour locksmith here <http://24hourlocksmith.org.uk/>

Yours sincerely

Derek Charlton  
Director