WILTSHIRE RURAL
WRHA
HOUSING ASSOCIATION

Out of Hours Contacts

"We promote equality of opportunity in every aspect of our business in line with our objectives."

OUT OF HOURS EMERGENCY ONLY

THESE PHONE NUMBERS ARE FOR YOU TO GET HELP WITH AN OUT OF HOURS EMERGENCY ONLY.

Any other repair must be dealt with through the normal repair process by calling our office during normal business hours.

WHAT IS AN EMERGENCY OUT OF HOURS REPAIR CALLOUT?

For a gas or oil heating and hot water fault that is an emergency.

Please call Ultra Warm 07798 641950.

For an emergency repair that comes under our Routine Repairs programme.

Please call Sherston Property Services:
07771 922157

Please identify yourself as a tenant of the Association.

They will assess your repair call and if they do come out to you they will only make safe and secure and may finish the repair on the next business day.

GAS EMERGENCY:
0800 111 999

WHAT IS AN EMERGENCY OUT OF HOURS REPAIR CALLOUT?

- A bad water leak in your home.
- A blocked toilet where you have ONLY ONE toilet that you are unable to clear yourself.
- A total loss of electrical power which is not a POWER CUT.
- A security breach of your home such as a fully broken window or an external door lock that you cannot secure.
- A TOTAL loss of heating between the 31st or October and the 1st May. You may be given temporary electric heaters until the repair is done.
- Flood, fire or bad storm damage.
- An internal gas leak (if you have a gas property) where you are unable to turn the gas off out at the gas meter box. You may have to call the Gas Emergency number 0800 111 999.

This list has been given to all our contractors and is our instruction to them. They will discuss the problem with you and help you deal with it yourself and will only attend under the circumstances listed above.

DO NOT CALL ABOUT ANY OTHER FAULTS OUT OF HOURS; THEY WILL NOT BE ATTENDED TO.

ANY REPAIRS OTHER THAN THOSE ABOVE ARE TO BE CALLED INTO THE ASSOCIATION ON THE NEXT BUSINESS DAY.