

Urgent and Emergency Repairs during COVID-19 Lockdown period

Currently, Platform Housing Group are only carrying out the following urgent and emergency repairs. If your repair falls into any of these categories, please call us on **0333 200 7304** and one of our team will book the repair for you:

Emergency Repairs (within 24 hours):

1. Complete loss of electric or exposed bare wires
2. Complete loss of water supply or uncontrollable major leaks
3. Complete loss of heating
4. Complete loss of hot water for vulnerable customers
5. Making insecure properties safe
6. Lift breakdowns
7. Emergency gas repairs

Urgent Repairs (within 5 working days):

Plumbing

1. Toilet not flushing – only toilet in property
2. Shower waste blocked
3. Bar shower mixer not working (where shower is the only form of washing)
4. Containable leak
5. Overflow running water running through outlet pipe (tundish)
6. Leaking radiator valves.
7. Defective joints on W.C.
8. Waste pipe repairs
9. Defective waste pump in wet room
10. Containable water leaks
11. Intermittent heating and/or hot water
12. Heating system pressure loss
13. Loss of heating system control/external control faults
14. Defective joints on W.C. (Market Rented only)
15. Defective seat on W.C. (Market Rented only)

Electrical

1. Shower not working, bath available but customer has health issues.
2. Loss of one or multiple power circuit (lights/switches/cooker/plugs)
3. Damaged external communal lights with no live wires exposed (in case of exposed live wires this would be an Emergency)
4. Bathroom light not working, no window in room
5. Communal hallway lights faulty/not working
6. Internal communal lights not working over stairwells only
7. Electrical fittings not working but no danger of electric shock (if live wires exposed/shock risk, this would be an Emergency)

Carpentry

1. Repairing/replacing locks
2. Securing doors that are difficult to close/lock
3. Securing windows that are difficult to close/lock
4. Boarding up windows and doors
5. Grab rails and/or mopstick handrail works for people with mobility issues
6. Defective handrail on internal stairs

Roofing

1. Missing roof tiles/slates/flashings

If your repair does not fall into one of these categories:

Please visit www.platformhg.com/post-lockdown-repairs/ to report any non-urgent or emergency repairs.