

MAKE SURE YOU'RE WARM THIS WINTER

The cold weather is upon us and now more than ever it is important we prioritise emergency repairs. LHT urge tenants to get in touch to arrange any repairs they may have by ringing 01928 796000.

LHT will need to prioritise work, for example those with no heating at all, the elderly and vulnerable will be attended to first. If it is not possible for contractors to carry out the repair, you will be offered temporary heating on loan until your heating system is repaired.

Priority one repairs (within 4 hours)

Note: these are for emergency repairs only. For example where the fault is causing damage or danger to the occupier or the property.

Problem	Checklist & Advice
Gas leak	Turn gas off at gas meter. Open all doors & windows. Do not switch on or off any lights or appliances and do not smoke. Ring Transco on 0800 111999 to trace if leak is internal or external, though if the leak is inside, LHT contractor will still need to attend once Transco have isolated
No heating in winter months - where there is no other form of heat in the property	<ul style="list-style-type: none">• Is there a gas fire in the property, do some of the radiators work?• Is card or coin meter (gas and electricity) in credit?• Check the room thermostat is turned up?• Check the thermostatic radiator valves are turned up?• Check the pilot light is lit?• Check the time clock is set to the correct setting?
Security repairs such as broken glazing ground floor, front or rear door lock not working	If a result of a break-in, a crime reference number will be required
Major plumbing leaks that cannot be isolated or contained	<ul style="list-style-type: none">• Can the water be turned off at mains or isolated?• Can a bucket be used to contain the leak?
No electricity at all	Is card or coin meter in credit?
Water running on to electrics	Isolate electricity supply at mains, isolate water supply at mains

Priority Two Repairs (within 3 working days)

No hot water falls into this category and although this may seem an emergency, in reality, it is not causing damage or danger to the occupier. Tenants may have an electric shower or immersion heater which can be used as a back up until the repair is completed.

Please make sure that when you are reporting a repair, you make your full circumstances known, so that we can be fair to everyone.