

BLenheim GARDENS RMO

Change of out of hours Emergency Repairs Provider

Dear Residents,

Due to unforeseen circumstances the RMO has changed it's out of hours emergency contractor for repairs.

From 5 pm on Wednesday 1st May 2019, our emergency repairs service will be covered by TW Drainage and not KnK building services.

Please refrain from telephoning KnK after this date since no service will be provided to you.

If you have an emergency repair out of hours please telephone TW Drainage on Freephone **0800 121 6122**

The out of hour's service will provide 365 days (366 in a leap year) cover in the event of an emergency.

TW Drainage will attend within a maximum of 4 hours of a repair call being reported.

The emergency repairs service will be based on the principles of on '**make safe, secure, or isolate**' only.

What is an emergency repair?

Not all repairs are categorised as an 'emergency'. The following repairs however, will be attended to out of hours:

- A Total loss of power (light or/and circuit) inside the de-welling
- A uncontrollable leak inside the de-welling
- A blocked toilet where there is only one toilet in the property
- Back surging sink in a flat only, toilet or main drain
- A leaking roof
- Board up a broken window
- A locked out tenant who is either elderly, Infirm, disabled, people with special needs, serious illness, and or with children under 5 years. If a forced entry is made; only one lock (the Yale lock) is to be changed.
- To secure a property following an event – burglary, police executing warrant etc
- Any gas related repairs need to be reported to the RMOs gas contractor, Smith and Byford on 0800 091 2140, who provide a 24/7 service on behalf of the RMO.

What repairs are you responsible for?

- Lost keys to your property, pram shed and or garage
- Door latches and fittings in your home
- Cupboards and cupboard handles and hinges
- Letter and milk boxes
- Sink plugs and chains, toilet chains, toilet seats and tap washers
- Small faults and cracks in plaster
- Minor damaged floor tiles, where they are the fault of the resident
- Hot water cylinder jackets
- Any internal doors or glass
- Wallpaper and paint inside your home
- Blocked sinks and drains caused by misuse
- Blocked sinks in a house

We I be recharged?

The out of hour's service will be provided free of charge however you will be recharged in the following circumstances:

- Forcing entry in to your home after you have lost your keys
- Not providing access when you contact the emergency out of hours service
- Contacting the emergency out of hours service for any repairs that are your responsibility (as above)
- You are a homeowner