

EMERGENCY REPAIRS IN YOUR HOME

A simple guide on what to do if you have an
emergency repair in your home



FIND
OUT
MORE

This guide explains what to do if you have an emergency repair in your home.

You can find out more information about:

- The loss of electricity or gas supply
- If you smell gas or think there is a gas leak
- If there is a risk of flooding or have an escape of water
- You have an emergency including repairs
- Fire safety in your home
- What to do if there is a power cut



LOST ELECTRICITY

If you experience a power cut, contact your local Distribution Network Operator (DNO) by calling 105.

It is always good to check to see if the remaining properties in the street have been affected, if not and it is your property then ring Encircle Housing's emergency number on **0330 094 0142**.



GAS LEAK

If you smell gas or suspect a leak, immediately turn off the gas supply at the meter, open your windows for ventilation, and avoid using any electrics. Then, report the gas leak to the emergency gas helpline:

- **England: 0800 111 999**
- **Northern Ireland: 0800 002 001**

After contacting the gas emergency service, you must also inform Encircle Housing straight away, call our helpdesk on **0330 094 0142**.

If you are experiencing low gas pressure or a loss of supply, contact the gas emergency helpline immediately.



EMERGENCY REPAIRS

Any emergency repairs must be reported straight away to Encircle Housing, call our helpdesk on **0330 094 0142**.



FIRE SAFETY

A fire can start anywhere in your home. If a fire breaks out in your home, follow your escape plan, get out and call 999.

Read our fire safety leaflet for more information, go to: www.encircleha.co.uk/fire-safety



FLOODING OR ESCAPE OF WATER

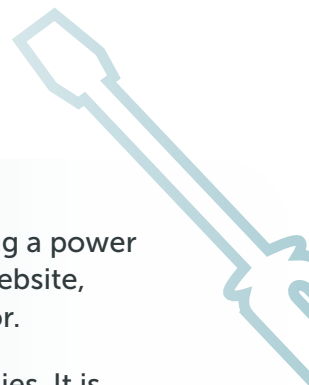
You may get a warning that your area might get flooded. For information about what to do before or during a flood, go to <https://www.gov.uk/help-during-flood>. Report it to Encircle Housing, call our helpdesk on **0330 094 0142**.



POWER CUT

Your energy provider will usually give you a few days' notice if they are planning a power cut to your home. You can check for planned power cuts on your provider's website, go to <https://www.energynetworks.org/customers/find-my-network-operator>.

Sometimes severe weather or damage to the network can disrupt power supplies. It is always good to be prepared by knowing what to do and making a plan. Go to the National Grid for power cut advice: <https://powercuts.nationalgrid.co.uk/power-cut-advice>





CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

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