

EMERGENCIES

Gas Leaks: If you smell a gas leak you should call the Gas Board immediately on

0800 111999

Electricity: If you have a total power failure you should, in the first instance contact the Accommodation Office during office hours, or the on call's emergency service, between the hours of 5.00 pm and 9.00 am.

Water: If you have totally lost your water supply or have a burst pipe you should follow the procedure as described under Electricity above.

EMERGENCY REPAIRS

The NHS Accommodation regards the following repairs as emergencies. The NHS Accommodation will normally

respond to the following within 4 hours and in any event within 24 hours. If the emergency repair is required out of office hours or at weekends you should ring the emergency repair number. Emergency repairs are:-

- * An uncontrollable water leak.
- * No lighting.
- * Exposed electrical wiring likely to cause death or serious injury.
- * Damage to a door or windows, at ground floor or basement level which prevents an occupant from securing their property against unauthorised entry.

URGENT REPAIRS

The following repairs are considered by the NHS Accommodation to be urgent. Beside each repair, listed below, is the number of working days a tenant would expect to have to wait before the NHS Accommodation would have responded satisfactorily to their complaint.

Lack of water(excluding Mains water)	1 working day
Any emergency repair to prevent further damage	1 working day
Complete lack of W.C. facilities	1 working day
Blocked drains likely to cause flooding or further damage	1 working day
Major, but controllable plumbing leaks	1 working day

Making safe any faults
in electrical systems

1 working day

Overcoming the worst
effects of roof leaks
and overflows

2 working days

Loose masonry, depending
upon its position:

- to remove a hazard
to life or limb;
- for less serious
problems

1 working day

3 working days

OTHER REPAIRS

Hostel equipment -
cookers, washing
machines, tumble driers,
irons (subject to
availability of parts)

3 working days

Minor plumbing leaks
not causing damage

10 working days

Gutters and external
drainage

10 working days

Other repairs including
minor glazing, sash
cords, internal joinery
and plasterwork

15 working days

External paths, boundary

walls and fences which
are not a hazard to
health

20 working days

Dampness, such as that
caused by defective
damp-proof courses or
damp-proof membranes:
to investigate and to
confirm how the repair
is to be carried out.

20 working days

REPAIRS TO CENTRAL HEATING AND HOT WATER SUPPLIES

The speed at which the NHS Accommodation will respond to repairs to central heating and hot water systems will vary according to the time of year and the age, disability or health of the resident. In times of cold weather, or where the household concerned is occupied by an elderly or disabled person or by young children under five, the NHS Accommodation will clearly wish to respond faster than where the household is occupied by an able bodied person.

LACK OF HOT WATER

The NHS Accommodation would normally wish to reinstate supplies of hot water to a household within 3 working days.

CENTRAL HEATING

Except in times of severe weather conditions (eg.

temperatures below freezing for a prolonged period), the NHS Accommodation would wish to repair central heating systems within 3 working days.

If the heating repair is likely to take longer than this, then the NHS Accommodation will arrange to provide some kind of alternative heat source. It is not uncommon for boilers and central heating systems to require specialist maintenance. Where replacement parts are difficult to obtain the NHS Accommodation regrets that it may not be able to keep within these response times. Where this is likely to happen the NHS Keyworkers will explain to the tenant the reason for the delay and give an expected date for the repair to be completed.

REPORTING REPAIRS

NHS Accommodation Maintenance (during office hours)

Repairs may be reported by telephone, by letter or by calling in person at the NHS Accommodation office. You should give as much detail as possible about the repair needed, access arrangements, etc.

Accommodation Office, Facilities
Norfolk and Norwich University Hospital
Colney Lane
Norwich
NR4 7UP

(01603) 287827

HHA Maintenance (On-call/Emergencies outside office hours)

If you have an emergency outside normal office hours,

you should ring the switchboard dialling "0" from your room or call the hospital 01603 286286.

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