

Emergency repairs

Out of hours

Hanover Commercial manage emergency repairs on behalf of CHT during evenings, weekends and holidays.



0345 600 1463

IS YOUR REPAIR AN EMERGENCY?

Before calling the emergency out of hours service, you need to ask the following questions:

- Is there a serious health and safety risk?
- Is there a risk of serious structural damage to the property?
- If your heating isn't working do you have an alternative you can use – ie: wood burning stove/portable heaters?
- If your toilet is blocked do you have a second toilet in the property you can use?

WHAT HAPPENS IF I CONTACT HANOVER COMMERCIAL AND THEY TELL ME MY REPAIR IS NOT AN EMERGENCY?

Hanover Commercial have been instructed by CHT that a contractor should not be called out to attend to a non-emergency repair. Therefore, if your repair does not fit within the defined criteria, you will be advised to report the repair to CHT staff once the office re-opens.

The telephone number is a dedicated number for CHT tenants only, so Hanover call centre staff will know you are one of our tenants. You will need to provide them with:

- **Your name and address**
- **Your contact details**
- **The nature of the repair**
- **Access arrangements**

FIRE - If you cannot safely extinguish the fire yourself, leave the property and call 999 immediately

GAS LEAK - If you smell gas, contact Scottish Gas Network immediately 0800 111 999

POWER CUT - Check the switches haven't tripped on the main fuse board. If your neighbours lights are also off, it is likely there is a fault with the electricity network. Contact SSE 0800 300 999

NO WATER SUPPLY - Contact Scottish Water 0800 0778 778

BURST PIPES: Turn off the water at the stop cock - this is usually located near the sink.

FROZEN PIPES: Turn off water main at stop cock. Turn off heating and immersion heating and let any solid fuel fire (where there is a back boiler) die down

CHT will provide Hanover Commercial with a list of contractors, who can attend to out of hours' repairs. If the contractor does not answer the call, reasonable time will be allowed for the contractor to call back, particularly in areas where mobile signal is poor.

Depending on the nature of the repair Hanover staff will decide on how long they will wait before they try and contact the next contractor on the list. Hanover staff will let you know who they have contacted and they will pass your contact details to the contractor to contact you direct and arrange access. They will ask the contractor to confirm they have attended to the emergency repair.

Alternatively, if you know of a contractor or able person who can deal with the repair quickly you can contact this person direct and let us know about this when the office re-opens.