



**General Repairs and
Emergency Repairs**

GENERAL REPAIRS AND EMERGENCY REPAIRS

GENERAL REPAIR AND EMERGENCY REPAIR REPORTING

GENERAL REPAIRS

For all general repairs in normal working hours

9.00am to 5.00pm—Monday to
Thursday

9.00am to 4.30pm—Friday

Please ring 212360

All general repairs and maintenance problems should be reported to the Maintenance Section as soon as practically possible on telephone number 212360 where a member of staff will action any necessary works.

EMERGENCY REPAIRS

E.g. unlawful entry, serious leaks to pipes, vandalism that causes a security threat to your home and blocked drains.

For all emergency repairs out of normal working hours including evenings and weekends or holidays please ring 0845 057 7087.

PLEASE NOTE THAT RESIDENTS MAY BE CHARGED FOR WORK THAT IS NOT CONSIDERED AN EMERGENCY

SUPPLIERS

GAS

Gas Escapes and Urgent Calls only

24 Hour Service

CALL FREE

0800 111 999

ELECTRICITY

Emergency Calls and Supply Failures Only

24 Hour Service

CALL FREE

0800 375 675

WATER

Emergency Calls Only

24 Hour Service

CALL FREE

0845 124 2424

FOR FIRE, POLICE AMBULANCE OR
COASTGUARD TELEPHONE 999

TARGET TIMES

THE ASSOCIATION WILL CARRY OUT REPAIR
WORKS WITHIN THE FOLLOWING
TIMESCALES:-

EMERGENCY REPAIRS

ATTENDANCE WITHIN 24 HOURS
(OFTEN WITHIN 2 HOURS)

URGENT REPAIRS

ATTENDANCE WITHIN 48 HOURS
COMPLETED WITHIN 48 HOURS (WHERE
POSSIBLE)
(OFTEN THE SAME DAY)

ROUTINE REPAIRS

COMPLETED WITHIN 28 DAYS
(OFTEN SOONER)

Please note: some repairs may take longer if
spare parts are unavailable within the timescales.

Pickering and Ferens Homes
Silvester House
The Maltings
Silvester Street
Kingston upon Hull
HU3 1HA
Tel: 01482 2232783
Fax: 01482 223805
Email: info@pfh.org.uk
Website: www.pfh.org.uk

We can also provide this information on audiotape, large print or Braille and in any other minority language.