

NEPGILL PARK POLICIES & PROCEDURES

Out of Hours Emergency Contact Procedure

IN THE EVENT OF A MEDICAL EMERGENCY DIAL 999

IN THE EVENT OF A FIRE DIAL 999 AND REFER TO FIRE EMERGENCY PLAN

Nepgill operates an out-of-hours emergency contact during the following times:

- Weekdays: Monday to Thursday, between 4.00pm and 9.00am
- Friday, Saturday & Sunday: Thursday 4.00pm to Monday 9.00am
- Bank Holidays: 24 Hours

Emergency repairs will be attended to outside working hours when:

- the fault poses a serious risk to health and safety
- the fault poses a serious risk to the structure of a property
- the property (only relevant to rental properties) is not secure

IN AN *EMERGENCY* PLEASE RING 07584 899092

Emergency work includes:

- Blocked drains
- Serious storm, accident or flood damage
- Dangerous structures
- Loss of power to your home
- For power cuts across the park and other power emergencies please call Electricity Northwest on **105** first to check if there is a power cut in your area
- Total loss of water supply
- Gas leaks (in the event of a suspected gas leak, turn gas off at meter immediately)
- Major water leak which is causing a flood

PLEASE ENSURE YOU ARE FAMILIAR WITH THE LOCATION OF YOUR INTERNAL & EXTERNAL STOP TAP LOCATIONS FOR BOTH GAS & WATER.

Please note a call out fee may be charged to Residents if they use the emergency call out service for a fault that is not a genuine emergency. The cost will be for materials and contractors time.