Out-of-hours emergency repair line

If you have an emergency or an urgent repair to report at night, or over the weekend, please call our out-of-hours repair line on **0345 300 5824**.

See below for what qualifies as an emergency or an urgent repair. This out-of-hours line should be used for emergencies and urgent repairs only. All other repairs should be reported during office hours, Monday-Friday, 9am - 5pm.

If we find that requests for repairs using the out of hours line are not genuine emergencies or urgent repairs, we may have to charge you for the work. We will also have to charge you for any repairs that are needed as a result of damage caused by you.

What to do in an emergency

- If there is an emergency or urgent repair at night or over the weekend, please call our out-of-hours service on 0345 300 5824 .
 This is only for genuine emergencies.
- Certain emergencies such as a fire or a gas leak will require the public emergency services. Please use a common sense approach in these circumstances.
- In the event of a break-in, Grainger is responsible for securing the exterior of the property. If, however, the break-in is shown to result from tenant negligence, such as leaving keys visible or not locking up properly, you may be recharged for making good any damage to exterior security.



For the avoidance of doubt we have set out below what an emergency or urgent repair is

Emergency	But remember to
Leaks which cannot be stopped or will cause further damage if allowed to continue	— Turn off the water using the stopcock
	 Place a suitable receptacle under the leak to prevent further damage
	 Contact the occupants if the leak is coming from a property adjacent or above
	 Call our out-of-hours service to inform us of the leak and the outcome of contact with any neighbouring property
Electrical failure	— Telephone the electricity supplier to check if the failure is because of an unpaid bill or general power cut, if not call our out-of-hours service
Heating system breakdown at the beginning of a weekend or holiday period where there is risk of the system freezing	— Contact our out-of-hours service
Fire	 Contact the emergency services immediately then call our out-of-hours service
Gas leak	— Contact the National Grid Emergency Service on 0800 111 999 then call our out- of-hours service
Structural collapse or risk of collapse	— Immediately vacate the property then call our out-of-hours service
Security (break ins) – entrance/exit	 Contact the emergency services immediately then call our out-of-hours service

Urgent repairs

An urgent repair is classified as the below:

- White goods or landlord appliances
- Blocked toilets or drains
- No hot water
- Heating not working
- Minor water leak