

Castle Morpeth

Housing

**Quality homes,
thriving communities**

Emergency Repairs are repairs that could affect your health, safety or security or cause serious structural damage to your home if not rectified i.e. total loss of hot and coldwater supplies, total loss of heating, insecure or broken windows, insecure external doors or broken locks, fire damage, blocked drains, severe leaks. Castle Morpeth Housing will respond to these repairs within 24 hours. You should note that if your door keys are lost and Castle Morpeth Housing or a subcontractor is called out to gain entry, the cost of this work could be recharged to you.

Examples of Emergency Repairs*

- Break ins
- Fire
- Floods
- Blocked main drains
- Major storm damage
- Full breakdown of heating system or hot water system where tenant has no alternative forms of heating /hot water
- Any fault that would endanger lives or put the safety of the public, tenants or the building at risk
- Lifts
- Fire alarm faults (any faults)

*this list is not exhaustive