



As a result of restrictions on how we operate due to Covid-19, we are currently operating an emergency only repairs service.

To be treated as an emergency the fault must carry the risk of immediate injury to tenants or major damage to property. Examples of emergency repairs are:

- escape of gas or fumes
- electrical fittings in contact with water
- total loss of electric power
- total loss of water supply if the water company cannot assist directly
- serious leak from heating or plumbing system
- toilet blocked or not flushing if no other toilet was available and if measures advised to tenant do not work i.e. pouring water in
- property is insecure or inaccessible this would include broken windows where boarding may be required (this would apply to voids as well as tenanted properties)
- rotten stair tread or unavoidable hole in floor
- any lift breakdowns that V2C are responsible for where tenants are unable to use stairs as an alternative or are trapped in the lift
- smoke alarms that are not working (if battery tenant can change if powered V2C must attend)
- walk in shower if this is the only means of bathing
- live or bare electric wiring
- sewage overflowing into the home
- burst storage tanks, cylinders or pipes
- failure of all lights or bathroom lights. All other rooms could be lit using a lamp the tenant already has or V2C can provide a temporary measure
- failure of heating systems in severe weather and where no alternative is available (1st October to 30th April)
- failure of any communal lighting
- severe roof leaks – risk of ceiling collapse

If you are experiencing any of the above, please contact us immediately so we can arrange a repair.

Further updates on our return to services can be found on the website and our social media channels.