

Teachers' Housing Association

GENERAL NEEDS HOUSING OUT OF OFFICE HOURS EMERGENCY REPAIRS

	Plumbing Emergencies	Gas, Central Heating or Hot Water Emergencies	Electrical Emergencies
Bexley	Relative Group	Getfix Ltd	Getfix Ltd
Brent	Relative Group	Getfix Ltd	Getfix Ltd
Firmans Court	Relative Group	Getfix Ltd	Getfix Ltd
Haringey	Relative Group	Getfix Ltd	Getfix Ltd
Verona Drive & Sydney Court	Relative Group	Getfix Ltd	Getfix Ltd
Peter Kennedy Court	Relative Group	Getfix Ltd	Getfix Ltd
Queen Street & Holmesdale Road	Relative Group	Getfix Ltd	Getfix Ltd

Getfix Limited - **01442 256401**
Relative Group - **0800 023 5996**

All sheltered scheme residents should report maintenance issues via the Scheme Manager during working hours or via the Emergency Call System out of working hours.

For Clarification, we define emergency works as follows:

- Dangerous structures
- Gas Leaks
- Blocked/overflowing external drains
- Serious flooding or leaks
- Loss of water supply
- Complete failure of electricity supply
- Blocked WC (if there is only one WC)
- Total loss of space and water heating

Please note that if you call out an emergency contractor for non-urgent work you may be charged by Teachers' Housing Association.

We also ask that you report any emergency repairs, and details of any call-outs, to Teachers' Housing Head Office as soon as possible.