

Press release
2 September 2010

If it's an emergency, report it 24/7 says Hackney Homes

Hackney Homes are on hand seven days a week including bank holidays to deal with anything that poses a risk to residents or the environment. The team of plumbers, carpenters and heating engineers are called out to over xxx emergencies a year to make them safe, and they have dealt with everything from floods to electrical fires.

The team can be contacted on 020 8356 3691; they will get to the resident within xxx, make the situation safe and ensure that the resident is reassured.

If the situation reported is not an emergency, residents can contact the daytime repairs contact centre to make an appropriate appointment. If we attend to a non emergency situation, residents will face a possible recharge.

Some examples of emergency issues include flood, fire or explosion, major plumbing and electrical faults, major gas and water leaks, and individual heating breakdowns in severe weather where vulnerable tenants can't wait until the next working day for the repair.

Jim Paterson, Hackney Homes' Head of Building Maintenance said,

"The safety of our residents is of utmost importance to us. That is why we have a dedicated team on very experienced staff on hand to deal with any emergency situations."

For more information, visit our website at www.hackneyhomes.org.uk

-Ends-

Press queries to Angela Howard on 020 8356 3877, or email angela.howard@hackneyhomes.org.uk

Notes to Editors

- Hackney Homes is an arms-length management organisation managing around 30,000 council properties in the borough of Hackney.
- Residents can report repairs by calling the contact centre on 020 8356 3691 or by visiting our website at www.hackneyhomes.org.uk/h-housecall