

Emergency repairs



We will come to your home to try to resolve the following problems either the same day or within 24 hours of you letting us know. We may need further visits to completely fix the issue, but we will always leave your home in a safe condition.

Total loss of power or water (not including hot water if there's an electric shower).	Partial loss of power if it's needed for essential (typically medical) equipment.	Heating broken down and a member of your household is elderly, disabled, chronically sick or a child under the age of five.	
A gas leak – please also call Cadent on 0800 111 999.	Serious roof leaks, loose roof tiles or dangerous chimneys (weather permitting).	Checking that all flues operate safely after chimney work.	Uncontrollable water leaks or leaks that could affect the electrics in your home.
Serious structural damage.	Dangerously loose plaster, external render, or brickwork.	Carbon monoxide, smoke/heat alarm and fire alarm sounding.	Faulty entrance doors, communal doors, fire doors and door entry systems if you can't make your home secure or get in.
Boarding up doors and windows to make your home safe.	Sewage leaks from a block drain.	Blocked sinks – only if there's not another available and a member of your household is elderly, disabled, chronically sick, or a child under the age of five.	
Blocked baths and showers – only if there's not another available and a member of your household is elderly, disabled, chronically sick, or a child under the age of five.		Emergency access (eg forced entry by the emergency services).	Blocked toilet or unable to flush (when the only one available)
Make safe damaged asbestos.	Severe damp or mould in the home*	Damaged cables and unable to isolate (exposed wires)	

*Read all the criteria for this on www.futureshg.co.uk/help-and-support/repairs.