

Emergencies and Non-Urgent Fault Reporting

We understand that a loss of heating or hot water, or a fault affecting heat network equipment, can be worrying. This section explains when and how to report an emergency, or non-urgent fault.

Faults emergencies and loss of supply

If you experience a fault with your heating or hot water, please report it using the contact route below. The person handling your call will assess the issue and arrange the appropriate response.

Examples of faults include:

- Loss of heating or hot water
- Intermittent heating or hot-water supply
- A major leak, drip or water escaping from heat network equipment.
- Unusual noises from your HIU or communal equipment
- Overheating or unusually high temperatures
- A fault affecting a heat meter or heating controls

- Loss of supply affecting more than one apartment

If there is an immediate danger or risk to life, call **999** first. Do not attempt to repair, open or dismantle heat network equipment. If safe to do so, switch off local heating controls and keep clear of leaking hot water, hot pipework and exposed hot surfaces.

How to report a fault

- **Emergency affecting a communal area and/or loss of heating or hot water to multiple flats:**
07783 723988 during working hours
020 3148 2625 out of hours
- **HIU leaks, heating faults within your flat, or loss of hot water affecting your flat only:**
If you are a tenant, contact your **landlord or letting agent** using their normal office number during working hours, or their out-of-hours number outside those hours.