

Extreme Cold Weather continues.....

But at Newark and Sherwood Homes we are continuing to provide excellent housing services to our tenants and other service users.

- In the period since the snow arrived and the freezing temperatures began, Newark and Sherwood Homes has seen an increase of over 350% of heating and plumbing jobs compared with the same period last year.
- This has meant that sometimes we haven't been able to answer your calls as quickly as we would have liked to. Sorry about this.
- In the past four weeks we have completed 690 emergency and urgent heating and plumbing repairs plus 253 routine plumbing repairs.
- We have dealt with 6247 calls in the last 4 weeks (bearing in mind we have only 5434 tenants) which is double the number we dealt with during the same period last year.
- Most of these emergency calls have been about frozen pipes and faults to heating systems.
- As a result of this massive increase, we have had to put some repairs on the back burner – things like repairs to guttering.
- Our team have been working late into the night and we have employed extra contractors to help us get these jobs done. Because of this we don't have a significant backlog of repairs
- If your heating breaks, and you **don't have any heating or hot water**, we will aim to get to you within four hours although due to extreme and excessive demands on our service we cannot guarantee this during this period of prolonged extreme weather conditions
- If your heating breaks down but you have some heating (like a fire) and a means of heating water (such as an immersion heater), this would not be classed as an emergency and we will try and get to you within 3 working days.

Here are some top tips if you heating stops working

- There are some ways you can help yourself or your neighbours if their heating stops working. You can defrost condensate pipes by pouring hot water on it. The condensate pipe is the **small white or grey pipe**, from your boiler, which goes to the outside of your property. **Please do not put water down the large white flu pipe as this may**

cause damage to the boiler – full instructions appear on our website: www.nshomes.co.uk

- Please remember, if you manage to get your heating working again, or your frozen pipe defrosts and clears, please let us know so that we can send our staff to help someone else.