

Mechanical and Electrical Services Response Times

Services	Response Time		
	Emergency	Urgent	Routine
Heating	<p>24 Hour To Complete an emergency unless a part is required.</p> <p>If the Part is received before 12noon the contractor should ensure the Part is fitted on the same day if not it should be fitted the next working day</p> <p>Uncontrollable leaks should be attended to and made safe the same day</p> <p>Gas Leak to be reported to National Grid (formerly Transco) on 0800 111 999 who should attend within 1 hour, after which the tenant should contact the designated PCHA contractor</p>	5 Working days to complete	Works to be completed within 28 days
Passenger Lift	Completed within 24hours unless parts are required. On receiving the Parts the contractor will carry out the work the same day	5 Working days to complete	N/A
Stair and hoist Lift	Completed within 24hours unless parts are required. On receiving the parts the contractor will carry out the work the same day	5 Working days to complete	N/A
Fire Alarm System/ Emergency Lighting	Completed within 24hours unless parts are required. On receiving the parts the contractor will carry out the work the same day	5 Working days to complete	N/A
Sewage Pumping Station	Completed within 24hours unless parts are required. On receiving the parts the contractor will carry out the work the same day	5 Working days to complete	N/A

Where the response times are not met or you have any other queries please contact the Mechanical and Electrical Services Department on **0208 758 8380**