



**inside**  
**sha.**

www.spitalfieldsha.co.uk

# Christmas closure and repairs service during the holiday

**Our offices will be closed for the festive season from 1:00 pm Friday 22nd December 2023 until 9:30 am Tuesday 2nd January 2024. During this time, we will only be dealing with emergencies.**

If you are a resident of Pedley Street and have heating or hot water issue, please call [Switch2](https://www.switch2.co.uk) on 0333 321 2010.

For all other residents, call Robert Heath on 020 8336 6767 for emergency heating and hot water issues.

For:

**Water failure or sewer flooding**

Call [Thames Water](https://www.thameswater.co.uk) on 0800 316 9800.

**Mains gas leak**

Call the [National Gas](https://www.nationalgas.co.uk) Emergency line on 0800 111 999

**Power cut**

Please call [UK Power Networks](https://www.ukpower.co.uk) on 0800 316 3105

For all other emergencies please call 020 7392 5400 and press 1 to be transferred to Spitalfields Housing Association's out of hours emergency service.

From all staff at SHA, we wish you a joyful festive season.



We wish you a Merry Christmas and a Happy New Year!

**What is meant by 'other emergency repairs'?**

- Total loss of water supply (Check with neighbour first)
- Fire damage
- Total loss of electricity power. (Check with neighbour first)
- Breaches of security of outside doors and windows
- Unsafe power or lighting socket, or electrical fittings
- Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling house) toilet pan. (If from main manhole/shared gully then please call Thames Water)
- Burst pipes, overflows (serious water leaks that cannot be contained)
- Rain water pouring in
- Flooding
- Offensive or racist graffiti
- Car park gate not opening
- Lift breakdown
- Electric heating and hot water
- Storm damage
- Communal or main entrance door not opening

Only essential works will be carried out to make safe any risks. All other repair requests will be carried out after this holiday period.

Note: any [non-emergency repairs can still be reported online](#).