

# MERRY CHRISTMAS & HAPPY NEW YEAR

From Everyone at Home from Home Housing Association to all at  
*Longlife Housing Co-operative Ltd*

## Christmas Closure

HFH office will be closed on:

25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup> December 2019, and on  
Wednesday 1<sup>st</sup> January 2020,  
with limited services on Tuesday 24<sup>th</sup> and Tuesday  
31<sup>st</sup> December 2019.  
We re-open as normal on 2<sup>nd</sup> January 2020.

We would like to draw your attention to some  
important information, telephone numbers and  
advice.

### IN CASE OF BOILER BREAKDOWN:

Call British Gas on: 03332 029 797  
Supply Longlife contract number: 91101173030

**FOR ANY OTHER EMERGENCY PLEASE CALL  
Mission Maintenance Team on:  
07985 163 558 – 07949 392 808**

You can leave non-emergency messages on HFH  
answering machine: 020 8472 7711.

Your messages will be collected on a regular basis and  
dealt with as necessary.



Everyone at Home from Home H.A. would like to take this  
opportunity to wish you a Merry Christmas and a  
Happy New Year.



### What is an Emergency?

You should only call the emergency  
numbers if you experience one of  
the following:

- Gas leak / smell of gas(0800 111 999)
- No lights/electricity in whole  
property (after you have checked  
your fuse box).
- Blocked toilet and you have only  
1 toilet in property.
- Serious leaks into your home,  
where there is a danger with  
electrical installations.
- Serious flooding / burst pipes.
- Dangerous gas appliances.
- Serious structural damage.
- Broken windows or doors  
following a break in ( you must  
report damage to police and  
obtain a crime reference number.

### Other useful emergency numbers are

UK Power Networks: 0800 316 3105  
London Energy: 0800 096 9000  
Gas Emergency: 0800 111 999  
Thames Water: 08459 200 800  
Police/FB/Ambulance: 999  
NHS emergency: 111  
Police non-emergency: 101