

# Emergency home repairs.

While we strive for perfection and meticulously plan everything we do, we also help you prepare for unexpected events and everyday emergencies.

During the first 24 months of home ownership, our customer care team will be on hand to help with any defects or emergency repairs. Here are some handy tips and contacts should you encounter a defect or emergency.

## What is an emergency home repair?

An emergency home repair is something that prevents you from occupying your home in a safe and reasonable way, this could include any of the following:

- Failure of heating (not in summer) and/or water system.
- Failure of electrical system.
- Severe flooding that threatens to enter your home.
- Loss of security. For example, a fault to an external door.

If you experience any of these issues or something else you consider a home emergency then please don't hesitate to contact our Customer Care Team:

 [customercare@bankshomes.co.uk](mailto:customercare@bankshomes.co.uk)