



Registered Office:
Invergrange House, Station Rd, Grangemouth, FK3 8DG
Web Site: www.paragonha.org.uk
Phone: 01324 664966
E-mail: enquiries@paragonha.org.uk
Scottish Charity No. SC036262

PLEASE READ AND KEEP THIS LETTER AS IT CONTAINS IMPORTANT INFORMATION ABOUT OUR REPAIRS SERVICE

29th June 2022

Dear Tenant / Resident

Update on Repairs Services July 2022

You will recall that we wrote to you a couple of weeks ago about a change of contractor for reactive repairs. We are now writing with an update and a change of phone number for some emergency repairs.

From Monday 4th July the new contractor Everwarm will be responsible for most of your day to day repairs including emergencies and out of hours. The table below shows you who you need to contact, when and how to contact them. Please remember that the changes only apply to general (reactive repairs). Gas maintenance and servicing continues to be provided by CTS.

All Repairs Office Open	Contact Details
<i>All normal / routine repairs (including GAS)</i> – during office hours (Mon – Fri, 9am – 5pm excluding public holidays)	Tel: 01324 664931 Email: repairs@paragonha.org.uk Website: www.paragonha.org.uk
<i>EMERGENCY REPAIRS GAS</i>	
Emergency GAS repairs - No Changes	CTS - tel: 0333 202 0708
Suspected Gas leak - at any time	Suspected gas leaks should be reported to the national gas emergency number 0800 111 999
<i>FROM 4th July 2022 Emergency General Repairs - Call Outs</i>	
Emergency repairs outwith office hours, weekends and public holidays	Everwarm - tel: 07815 490498
Please note that arrangements for the Everwarm call out service are being finalised and we will issue another number in due course. Please keep checking our Web Site and Facebook Page for updates.	

Please remember that any contractor visiting your home should have ID and if you are ever unsure you can phone us on 01324 664931 / 664966 to check.

We will be contacting you again shortly with further updates but please call or email us if you have any questions or would like to discuss things. Once again thank you for your patience and understanding.

Yours faithfully

Margaret Torrance

Margaret Torrance
Director