

Adverse weather: Important news for customers



Due to the current adverse weather conditions we are pleased to advise our customers that the following arrangements have been put in place:-

- Additional staff have been made available to take emergency out of hours calls
- Our heating engineers are on standby to respond to any breakdowns to heating systems
- We have a supply of temporary heating available in the event of heating failure
- The Accord Works team have been fully briefed to ensure that they can attend to emergency call outs as quickly and safely as possible
- If you are planning to leave your home unattended during this period, please be aware of the potential risks of burst water pipes if your heating is turned off. Please call our out of hours service for further advice - 0300 111 7000
- You are advised to check your local radio and TV for further advice regarding travel and other matters in relation to the current weather conditions