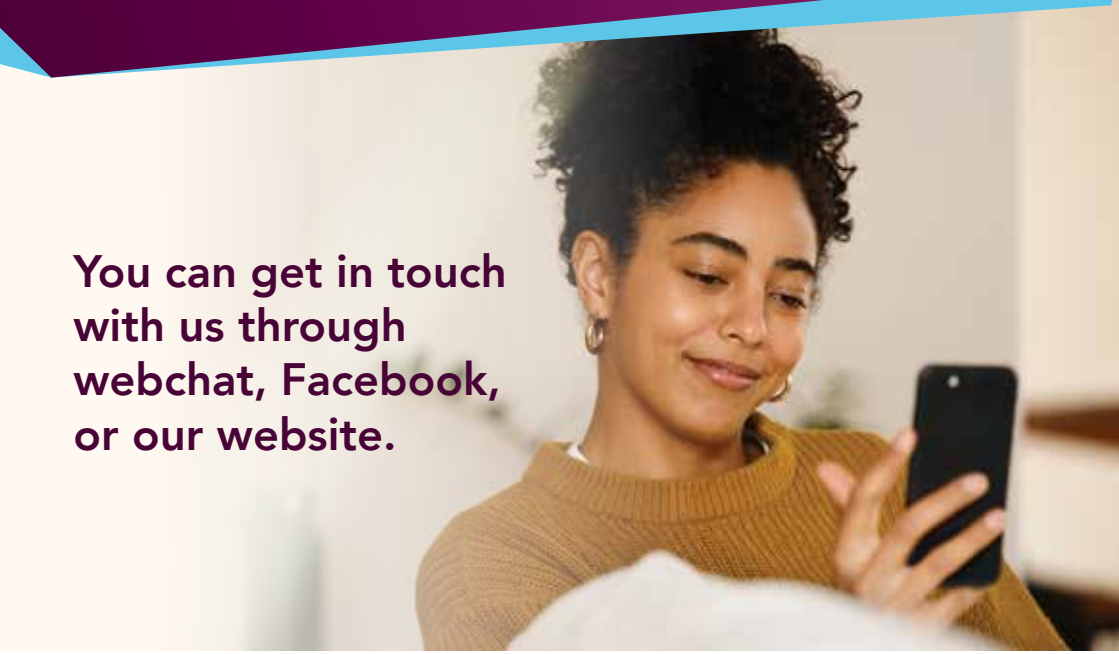
Ways to contact us

Our digital channels



You can get in touch with us through webchat, Facebook, or our website.

These channels are monitored during working hours and we aim to reply within two-working days.

Get in Touch form:
midlandheart.org.uk/get-in-touch

Facebook:
@MidlandHeart

Webchat Messenger:
midlandheart.org.uk/repairs

Our social media channels are monitored from **Monday to Friday, 10am–4pm,** so we can't guarantee an immediate response if you contact us outside of these hours.



Our digital channels and our online forms aren't monitored for emergencies. If you need urgent help, please call our emergency contact service below.

When you need us out of hours

If you need to report an emergency repair, you can ask a friend or family member to help you call, however if you are not able to do this, you can contact us via **Relay UK** – just prefix the number you want below with **18001,** then join the call using the Relay UK app (or on a textphone). Find out more information on how to use this service at **relayuk.bt.com**

You can report an emergency at any time of the day or night; this includes weekends and bank holidays.

Emergency contacts

(dial '18001' before each number to call via Relay UK)

- If you need an emergency repair, please call **0345 60 20 540.**
- If you think you can smell gas, please call **0800 111 999** straight away.
- If you can see or smell smoke, please call **999** or **112** immediately.
- If there is a power cut in your area, please call **105.**