



PRESS RELEASE

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'Harmless fun' hinders Shoreline emergency calls

Snow-throwing gangs in Immingham and Grimsby are causing expensive damage to properties and attacking repairs and maintenance operatives trying to carry out emergency work to tenants' homes.

In the last 48 hours Mears – Shoreline's repairs and maintenance partners – have been responding to emergency calls to ensure tenants are warm and safe in the severe weather.

Yet on some occasions attendance has been hindered by groups of adults and youths throwing ice, snow and stones.

The area's largest social landlord is asking residents to be mindful of the dangers and to let operatives successfully carry out their work.

Shoreline senior property investment officer Mark Nearney said: "While we realise that young people and adults like to play in the snow, we also ask that people are mindful that what they consider to be harmless fun may actually be causing problems and anti-social behaviour for other residents.

"Throwing snow and ice at people, vehicles and properties is both dangerous and can cause expensive damage. Our operatives are trying to carry out emergency repairs to make sure tenants are safe and warm in their homes, many of whom are older and vulnerable."

As a direct result Shoreline and Mears have taken the decision to double up operatives for health and safety reasons.

Due to the severe weather conditions, Shoreline continues to operate a minimal service and is responding to emergency calls only until further notice.

Please can you only contact Shoreline if it is an absolute emergency.

The Customer Service Centre in Osborne Street, Grimsby is open today (Friday 3 December) 9.30am - 4.30pm providing a minimal service.

The Immingham customer access point and the Nunsthorpe 'Make the Neighbourhood Better' Centre are also open with a limited service - hours are subject to change and the Immingham office will open in line with North East Lincolnshire Council hours.

If you have an emergency please telephone **0845 849 2000**. Updates to the service can be found on the Shoreline website at **www.shorelinehp.com**