

Home emergency callouts predicted to peak this Bank Holiday Monday

- Internal data from [HomeServe](#) anticipates a surge in home emergencies this Easter Monday
- Londoners expected to make the most claims, with blocked drains predicted to be the biggest issue
- Supplementary polling shows 15 million Brits are set to attempt DIY themselves this Bank Holiday Weekend¹

Bank Holiday Monday is set to see a spike in home emergency callouts.

This is according to new data analysis from home assistance providers [HomeServe](#), which shows a noticeable peak in claims on Bank Holiday Monday each year since 2020.

2022 saw a 24% rise in claims on Easter Monday compared to the rest of the bank holiday weekend. This tallies with data from 2021 and 2020 which showed 26% and 21% increases respectively.²

The internal data also reveals that Londoners are most likely to be making an emergency call-out, with 17% of calls on previous years coming from the capital on Bank Holiday Monday.³

Blocked drains come out on top as the biggest offender – with 16% of call outs made on last year's Bank Holiday Monday because of this, followed by issues with pipes and flush mechanisms.⁴

At the same time, supplementary polling shows over a quarter (28%) of Brits are set to attempt DIY themselves this Bank Holiday Weekend as they find themselves with more time on their hands.

Talking about the findings, a HomeServe spokesperson said: “The data shows that the upcoming bank holiday won't just be for relaxing, and one in four UK adults will be attempting some DIY at home.

“If you are attempting DIY this bank holiday, our Home Experts have got plenty of advice on how to help you fix the most common issues within your home, quickly and safely.”

For tips on how to fix the most common issues in your home safely please visit [HomeServe](#). If you are looking for more than helpful tips, HomeServe can take care of your home through their range of products and services. From plumbing, drainage, boiler, heating, or electrics cover to new boilers and one-off repairs. HomeServe offers a nationwide network of Home Experts and claims lines that are open 24/7, 365 days a year.

¹ 28% of UK adults (18+) are set to attempt DIY this weekend according to nationally representative research. The adult population of the UK is 53,369,083, according to World Population Review. This means 14.9 million Brits are set to attempt DIY Easter Weekend

² When comparing Easter Monday callouts to the average number of callouts on Good Friday, Easter Saturday, and Easter Sunday

³ When looking at the total number of London callouts compared to the total number of callouts between 2020 and 2022

⁴ See Table A for top callout reasons on Easter Monday between 2020 and 2022

Ends

Table A: Top reasons for callouts on Bank Holiday Mondays between 2020 and 2022

2022	2021	2020
Blocked drain	Blocked drain	Blocked drain
Pipe issue	Pipe issue	Pipe issue
Flushing mechanism	Flushing mechanism	No heating/ hot water
Tap faults	No heating/ hot water	Flushing mechanism
No heating/ hot water	Radiator/pipework	Waste pipe

Notes to editors:

For more information, or to arrange a media interview, please contact:

Lauren Westmore - Third City
T: 07464543693 E: Lauren@thirdcity.co.uk

Liam Reeves – Third City
T: 07398 268 187 E: liam@thirdcity.co.uk

About the research

Internal data reference was collected in March 2023 and refers to Easter Bank Holidays in 2022 (April 15th – April 18th), 2021 (April 2nd – April 5th) and 2020 (April 10th – April 13th).

Additional consumer polling research was conducted by Opinium Research among 2,000 UK adults between 03 March 2023 – 07 March 2023.

A little bit about HomeServe

As one of the country's leading home assistance providers, HomeServe has got almost 30 years' experience looking after UK homes. From plumbing, drainage, boiler, heating, or electrics cover to new boilers and one-off repairs, they're always looking for ways to bring you better care for your home, through their range of products and services. With a nationwide network of Home Experts and a claims line that's open 24/7, 365 days a year, you can count on them to be there when it matters most.

Diversity and inclusion

HomeServe is proud to promote equality and inclusion through all their partnerships, including Business in the Community, Stonewall, Race at Work Charter and the Business Disability Forum. In recognition of these efforts, they've become a signatory of the Race at Work Charter, voted Best Place to Work for Women 2020, achieved accreditation to become a Disability Confident Committed employer and are now ranked in the Stonewall Workplace Equality Index. In 2021, HomeServe also earned a place on the list of European Great Places to Work.

To find out more, visit homeserve.com/uk
HomeServe - we're on our way.