



**VENTURE HOUSING
ASSOCIATION LIMITED**

**EMERGENCY OUR OF
HOURS REPAIRS**

Document History

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Definition

This 'call-out' service provides:-

- (a) Emergency 'make safe' repairs, and
- (b) Some repairs to ensure that a tenant does not have to manage for an unreasonable period of time without an essential facility after a breakdown has occurred

Orbis Monitoring Limited will have regard to **when** the breakdown occurs

ITEM 1

Before 9.00am and after 5.00pm on the eve of a normal working day, including Sundays and Bank Holiday Mondays

A Joinery Repairs

- (i) Secure void properties
- (ii) Make secure after break in/criminal damage, Police must be involved
- (iii) Accidental damage - advise tenant that they may be re-charged
- (iv) Repair faulty lock if only one door to property. Locks should be changed on a re-charge basis, unless defective
- (v) Change locks (lost keys also re-chargeable)
- (vi) Break in - if keys locked inside property, make safe or change locks – all re-chargeable

B Gas Repairs

- (i) **All gas leaks must be reported to Transco.** Please ask tenant for their name, address and post code. Telephone Transco on Free phone **0800 111 999**
- (ii) If Transco have disconnected a gas supply, the co-ordinator will arrange for a gas heating contractor to attend

C Heating

- (i) No heating (1st November - 31st March only)
This relates to a total breakdown of the system where the tenant has no other form of heating, e.g. gas fire
- (ii) No hot water. Calls from Friday night to Sunday, 4.00 pm, the co-ordinator will arrange for a gas heating contractor to attend. For reports of no hot water from Monday to Thursday inclusive, no action will be taken and the tenant will be asked to report the repair to Venture the following day

D Plumbing Repairs

- (i) Repair burst water pipes (not leaking waste pipes, soil pipes, EC flush pipe, cone joint, or any other pipe which has a slight leak)
- (ii) Repair ball valve to storage tank or WC cistern (if leaking internally)
- (iii) Blocked toilet - if only one in property
- (iv) Any tap running on full bore
- (v) Leaking stop tap on mains supply
- (vi) Leaking tank or cylinder
- (vii) No water supply at all
- (viii) Leak on boiler

E Electrical Repairs

- (i) Total loss of power
- (ii) Loss of power to all sockets (not individual sockets)
- (iii) Loss of power to downstairs sockets (not individual sockets)
- (iv) Any dangerous wiring 'make safe' only
- (v) No lights at all
- (vii) Loss of power to kitchen or landing lights
- (viii) Defective smoke alarm
- (ix) Burglar alarm unable to be turned off

F Miscellaneous Items of Repair

- (i) Roof leaks causing internal damage
- (ii) Gutters or rainwater pipes hanging dangerously
- (iii) Blocked drain to WC
- (iv) Blocked rainwater pipe of flooding internally
- (v) Blocked drain.
- (vi) Burst or severe leaks from upstairs flats - In the case of void properties, break in and make safe. In the case of occupied properties, where the tenant is not on site, the Police **must** be in attendance at any break in.

In the event that the Police are unable/unwilling to attend, a locksmith and plumber should be sent out to the property affected by the leak and asked to provide Orbis with a report regarding the severity. If the operatives believe that there is a risk of severe damage to the property or the property has become uninhabitable or unsafe and that there is no alternative but to break in order to safeguard the property, Orbis should advise the police that the Association is going to force access and isolate the water supply in order to safeguard the property.

- (vii) House alarms are tenants own responsibility; ask if new tenant as they might not have these, but if not new tenant they will have key/code. do not send anybody out but if tenant insists advise tenant that the will be a charge for this service and record in call notes that they have been informed.
- (viii) Battery smoke detectors are the responsibility of the tenant.

ITEM 2

Works that can be carried out from Friday 5.00 pm to Sunday/Bank Holiday
Monday 4.00 pm (weekend guidelines)

This section covers all repairs in ITEM 1, plus additional repairs listed below

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|---|-------------------|---------------|---|
| A | <u>Joinery</u> | No additional | |
| B | <u>Plumbing</u> | In addition: | No flush to WC if only one in property |
| C | <u>Electrical</u> | In addition: | (i) Loss of power to cooker control
tenant uses an electric cooker only) |
| | | | (ii) Replacement of defective immersion
heater where it is the primary
sources of hot water |

PROCEDURE GUIDE

- 1 When ORBIS Monitoring has been advised of an emergency repair, they will select a contractor from the Association's Approved List of Contractors for Emergency Cover
- 2 The details of the emergency should be telephoned through to the contractor, who should attend as soon as possible
- 3 When the contractor has been contacted by ORBIS Monitoring, the details are to be confirmed to the office the next working day. On receipt of the report from ORBIS Monitoring, the same procedure should be followed for reporting of day to day repairs, with the exception that the works order is to be raised the same day
4. Do not send any contractors out if the tenant informs us that they have already reported a repair during the day.

INSTRUCTIONS FOR THE CONTRACTOR

- (i) Where it is not possible to complete the repair work because of lack of materials, etc., it will be the contractor's responsibility to advise the Association accordingly
- (ii) If a report of no heating is received, contractors should note that, where it is not possible to complete the necessary repair works, an alternative means of heating should be provided, i.e. electric fan heater, etc.
- (iii) The contractor should carry out the minimum amount of work possible to resolve the situation, and where it is possible, to make safe, board over, etc. until the next working day. This practice should be observed, as the Association will not pay for excessive amounts of work carried out outside of normal working hours, unless it is the case that to leave the work would be to the detriment of the tenant
- (iv) The charges for works carried out outside normal office hours will be as follows:

Between the hours of 5.00pm and 8.00pm, Monday to Friday inclusive, and 8.00 am and 4.00pm, Saturday, the rate shall be time and one half. All other times, including Bank Holidays, shall be double time.
- (v) Any contractor advising that he cannot attend to the next day must be told to leave it and pass to another contractor.