



Covid-19 Emergency Out of Hours Definitions

Below are our updated emergency procedures and definitions, for the period of lockdown where the Government require only absolute essential travel and interaction the following will be the only circumstances in which we will be able to instruct out of hours.

This is being implemented to assist with social distancing and curtailing of movement required and due to the fact that there are a smaller number of engineers available out of hours.

Some procedures have been amended to encourage no interaction between residents or to prevent reasons to leave the property.

On cessation of the government's measures we will immediately revert to our usual agreed procedures. Should further guidelines be issued by MHCLG we will review further and these are subject to contractors being able to attend due to shielding or isolating.

Block Procedures

- Instruct on communal heating issues if reported before 11pm (Monday to Thursday) or if between 5pm Friday and 11pm Sunday and temperature is below 15 degrees
- Instruct on communal heating issues if reported before 11pm (Monday to Thursday) or if between 5pm Friday and 11pm Sunday
- Failure of vehicle or pedestrian access to open (not classed as emergency if stuck open)
- Communal Door not allowing entrance or exit (again not classed as emergency if opens but is not lockable)
- Significant loss of power/unsafe lighting in communal area (over 50%) or in individual property if stemming from communal issue
- Falling/fallen items from any building or landscape or exposed wires or trip hazards that may cause health & safety issue (response likely to be cordoning off area only)
- Any hazardous cleaning issues (bodily fluids) with ADDITIONAL possible specialist deep clean for Covid-19
- Fire or AOV alarm issue that will prevent usual operation. Instruct upon AOV's stuck open only if raining or forecasted to do so
- Leaks in common areas only instructed upon if not manageable (guideline fills over a bucket in the out of hours period)
- Leaks from Flat to Flat only if cannot be monitored and managed during the out of hours period)
- Pest control only if it relates to rats or wasps if reported as H&S/allergy issue
- All Lift trap-ins instructed on plus breakdowns if advised unable to access their property without use (i.e. infirm or unwell) otherwise breakdowns passed to next day
- Utilities – callers referred to relevant Gas/Electricity/Water supplier or network
- No water supply including pumps – this would be instructed upon as otherwise would encourage residents to leave to buy water
- Drainage issues to be instructed upon once reported as backing up



Lettings/Internal Procedures

- Instruct on heating issues if temperature is below 5 degrees before 11pm (Monday to Thursday) or if below 5 degrees for a period of over 8 hours is expected from Friday to Sunday
- No hot water to not be classed as emergency Monday to Thursday and only at weekends if reported from Friday up to Saturday 11pm
- Serious Leak from any internal installation only if unable to monitor and manage during out of hours period
- Leak affecting other property or area instructed upon leak if materially affecting /making unsafe
- If property affected by a leak from elsewhere we will contact the Managing Agent if possible
- Instruct upon primary door issues (either unable to exit or unable to secure)
- Drainage issue to include any backing up and blocked toilet in 1 bathroom property for H&S reasons
- Significant loss of power (i.e. to more than 50%) unless medical issue
- Instruct if property unsecure from attempted break-in
- Primary property door not opening or not locking
- Faulty ongoing alarm as otherwise resident may wish to leave property
- Utilities – callers referred to relevant Gas/Electricity/Water supplier or network
- Significant loss of power in property (over 50%)
- Pest control only if it relates to rats or wasps if reported as H&S/allergy issue