

We want to continue to offer a safe and effective service, but we also want to protect our team and our customers by minimising non-essential contact and travel. You will be aware that we have moved to an emergency only repair service. We have set out below what we deem to be an emergency repairs service. We have also highlighted other emergency/essential business activities and this will be communicated to all staff & tenants.

Repair Emergencies

- Uncontrollable water leak
- Total loss of power
- Detector Activation
- Exposed electrical wiring
- Broken pane of glass
- Tenant unable to secure the house
- Tenant locked out of the house
- Uncontrollable roof leak
- Damp or mould growth
- Total loss of electrical heating
- Broken stair tread
- Trip hazard (HHSRS) leading from the gate to the front door of a property
- Broken balustrade
- No hot water in electric only property
- Total loss of water
- Broken floor board leading to trip hazard
- Blocked toilet
- Toilet not flushing
- Cracked or broken toilet
- Damage, loose or missing handrails (split level only)
- Broken down passenger lift/stairlift/bed hoist
- Damage to asbestos material within the boundary of the property
- Scaffold inspections to continue where scaffolds cannot be removed
- Damage to any fire compartmentation within communal areas
- Undertake lock changes for security purposes

Void Properties

- Gas caps
- Isolate electrical supply
- Drain down water systems
- Weekly health and safety checks

Compliance Servicing

- Gas servicing
- Solid fuel appliance checks
- Passenger lift & Stairlift servicing
- Emergency asbestos sampling
- Weekly water movement checks
- Legionella testing
- Weekly fire alarm tests
- Monthly emergency lighting and detector tests
- 6 monthly fire servicing (all equipment)
- Fire Risk Assessment reviews (desktop only)
- Sewage Treatment servicing
- Complete EICR's where essential

Grounds Maintenance

- Fallen or unsafe trees
- Cuts to excessive growth causing visibility issues to road users
- Review of high risk areas based on cutting maps

We have also put in place provisions for 'phone fix' calls to our tenants. This will involve a member of the repair service calling the tenant to assess the extent of the issue with a view to fix or ease the problem on the phone if possible or to determine whether the prioritisation already provided is sufficient.

If it is deemed an emergency and you then attend a tenants home, you must follow the work procedure on the following page. Please read it and familiarise yourself with it so you are prepared in the event of any tenant queries.

If we have not listed the repair in the above 'emergency repairs' then we would not currently class it as an emergency. However, as above we have skilled resource assessing each job and calling tenants if it's felt that the job raised could be dealt with via the phone or if an ambiguity exists with the job such as prioritisation. It is important to note that we are offering a reduced service based on the governments advice and to support social distancing and protect the health and safety of tenants and our team as much as we can during these unprecedented times. We believe this is the best way to focus on supporting homes that have the most serious repairs.

If you do have any queries or questions, please speak to your team leader or line manager in the first instance.