



Block Management • Estate Management • Commercial Property

Emergency Actions for Blocks

Dear resident,

There are many issues which can occur within your property – the following guidance notes will help you and us manage any issue you experience promptly and efficiently.

If you need any assistance out of hours then please contact us on 0118227 3297.

Water

In all instances of water leaks, the first aim will be to assess the severity, identify the cause of the leak and then turn the water off to minimise any risk of further damage.

Leak internal to property

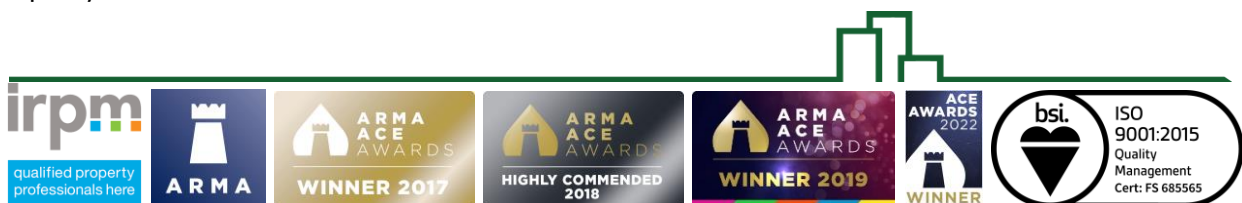
If the leak is internal to the demise of the property, we would advise the resident to contact their landlord and/or letting agent as this does not fall under the responsibility of the client as the managing agent.

Leak from another property into affected property

Where possible, the tenant in the property that is the source of the leak will be informed that it is their responsibility to make their landlord aware of the issue and to turn off the stopcock to prevent further damage until an engineer instructed by them or their landlord can attend to rectify. We will direct the tenant to contain the issue as best as we can with assistance from the emergency escalation where required.

If we are unable to contact the leaseholder of the property which is the source of the leak, we would look to contact the managing agent who may have details of said leaseholders for us to contact.

It must be stressed that the responsibility for dealing with leaks between properties falls upon the landlords/agents responsible for those properties, but to maintain the integrity of the building the managing agent will be required to instruct works to make safe in some cases. It is then the managing agent's responsibility to recover costs from the responsible party.



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Leak from communal area into affected property

Where we deem the leak to be caused by a building issue and not an issue internal to the demise of the caller's property, we would instruct contractors to attend to isolate and repair where possible.

Building leaks (roofs/external walls/balconies)

Non serious leaks from external sources will be reported to the property manager and callers will be asked to send photos to the relevant email address or through our remote video assistance tool. This will then be actioned the next working day during office hours.

Leaks in communal areas

Non serious leaks from internal sources (such as radiators or damaged pipes) will be reported to the property manager and callers will be asked to send photos to the relevant email address or through our remote video assistance tool. It will also be requested where possible the affected resident places some form of preventative measure around the area to mitigate any damage.

For leaks we deem to be a serious concern and likely to cause significant damage and/or a health and safety risk to residents, we will instruct a contractor to attend at their earliest availability.

Leaks caused by Ongoing Extreme weather

Serious leaks such as those caused by extreme weather conditions may require support from the fire brigade and or emergency contractors who PBM will recommend callers to contact if required. For health & safety reasons it may be requested the tenant finds alternative accommodation.

Due to health & safety concerns, it is unlikely that during serious weather events that a contractor would be able to attend to rectify the problem during the event. We would advise tenants to attempt to minimise damage where possible by moving furniture and valuables away from affected areas. We would then escalate to emergency contacts to make them aware so contractors can be organised as early as possible once conditions allow for attendance.

Heating / Hot Water Issues

Should the tenant report a heating issue we will first establish if both the hot water and the central heating aren't working or if one is but not the other. Issues where both are down will be prioritised over those who have one of either heating or hot water functioning.

We will troubleshoot the issue beginning with making sure the boiler is switched on / receiving power and if they are paying via a meter that it is sufficiently topped up. We will use any notes supplied by client via property list / BUG to aid this process if provided. At this stage we will also rule out the possibility of it being a supply issue or area outage and ask if they know of any neighbours reporting similar problems.

Given that blocks will have communal boilers we wouldn't ever attempt to go through a video triage or ask the tenant to touch the boiler. We will refer to the preferred contractor list and look to appoint the appropriate engineer should we deem the situation to be urgent enough that it requires attendance. Whilst this will always be a decision made on a case-by-case basis the factors that we will consider as a team when deciding whether to send a contractor or not include:

- The proximity of the next upcoming office hours – if over a weekend we will ask if the tenant is comfortable to wait until the next office hours for the main team to deal with the issue following our reporting of the problem from their call. For instance, if the issue is reported on a Sunday evening and it is not a bank holiday Monday upcoming, PBM will make every effort to suggest that the leaseholder/ tenants hold on until Monday morning when the day team will be able to pick up the issue.
- Seasonal timing, hot water/heating issues less likely to be prioritised in Summer as opposed to Winter.
- Whether or not there are any vulnerable leaseholders / tenants present.
- The threat of a potential complaint was PBM not to intervene, particularly if the / leaseholder / tenant feels they have been let down and not to assist may result in reputational damage for the client/ agent.
- The potential of damage to the property were PBM not to intervene.

Forcing entry

If we require access to a property and cannot contact the occupier of the property in question, we will first notify the on-call emergency contact to discuss next steps at director level. to authorise the entry or if director is not contactable, the duty staff manager will need to give the engineer on site the go-ahead to force entry and will instruct a locksmith to attend also. We cannot be held responsible for damage caused as decisions to force entry will only be made in emergency circumstances where the risk of further damage or severe health & safety issues is high.

Alarms

Any alarms that are reported to be sounding we would first identify what kind of alarm it is, using our video tool and system data if necessary. From here we will follow these procedures depending on alarm type:

FIRE ALARM – We would first investigate what has caused the alarm to sound and ensure there is no fire on site. If the leaseholder / tenant is unsure we would recommend they contact the fire service and evacuate the building following any site-specific fire safety guidelines.

Provided we are sure there is no present danger -fire alarms sounding will result in us contacting the preferred alarm contractor to attend, silence and reset. If the client has provided codes to silence the fire alarm panel, we will pass them onto the leaseholder / tenant and use the video tool if necessary to take them through the process. Keeping in

mind that if any warnings are on the panel advising leaseholder / tenants not to touch the panel we will follow this advice and organise a contractor.

In the absence of a preferred alarm contractor, we will ask the tenant to see if there is a company name listed on the alarm and/or contact number. We would also ask them to check if they have ever been given alarm info possibly when they first moved in. If we are unable to silence the alarm after these steps, we would look to contact our backup contractors to attend, silence and reset the alarm before reporting the outcome as usual to the client.

BLOCK POLICY- We would contact the emergency escalation if we were unable to get in touch with the preferred alarm contractor before appointing a backup contractor.

Water Supply

Mains

In the event of a loss of water, our team will first aim to identify the number of residences affected.

In the event of multiple residences being affected, we will check for potential reported outages online. If there is, this will be communicated with the resident and advice given on how to further check on the issue (supplier website) and they will be advised to report it directly to the water supplier to escalate.

If the issue is with the mains supply, but the water supplier is unaware, we will advise the leaseholder /resident(s) on how to report the issue directly to ensure action is taken. Water companies will not instruct, or act, on an issue unless a certain number of reports are received. We cannot report on behalf of a resident. Should it become clear that the water supply will not be reinstated within 12 hours then the relevant property manager or emergency contact would be informed.

Booster Pumps

On sites where the supply is generated by booster pumps and this is the source of the loss of water, we will instruct a listed preferred contractor to attend as soon as possible.

If booster pump has failed, this will be escalated to client to pick up during next working hours unless authorised at the time with client directly.

Drainage

Blockages

If we successfully diagnose the issue to be an internal blockage as opposed to waste backing up into the property, we recommend the use of domestic unblocking agents as a first means to rectify. We would not provide contractor assistance in the case of any blockages isolated to an individual unit and would refer the caller to their landlord/letting agent.

In the event this falls on a weekend, contractors may be asked to attend during reasonable daylight hours, providing the costs do not drastically exceed normal call out charges.

Backing up

If the problem is in a communal area unless there is a severe risk to the health and safety of residents, drainage issues will be dealt with the next working day. We would not provide contractor assistance in the case of any backing up issues isolated to an individual unit and would refer the caller to their landlord/letting agent.

Sewage Pumps

In the case of sewage issues i.e., backing up, where pumps are listed as being present on site, we would instruct a listed preferred contractor to attend immediately.

Overflowing or Blocked Manholes

We would request attendance from the local water board or listed preferred drainage contractor for the site, as this is deemed a building issue.

Clean Up

Following a drainage incident, we would assess the report and feedback provided by the attending contractors to determine if there are any immediate health and safety issues resulting from the drainage work. In rare circumstances we may instruct specialist cleaners to attend site to make safe.

Electrical Supply

Should a resident advise a loss of power supply to their unit which is not affecting any other properties and/or communal lights are still in operation, we would first request they check their internal fuse board. We would also make sure it is not an issue with the electricity meter.

We would then advise them to get in touch with their letting agent or whoever they pay their rent to as given we are the block managers we wouldn't be responsible for any electric issues isolated to individual units.

If the cause of the issue is identified as at a communal fuse box, we would follow client processes accordingly in terms of appointing contractors and

If the issue is identified as external to the unit in question and affecting multiple units we would look to triage and organise a preferred contractor if necessary -in order to reinstate power to the affected units.

Roller Shutters/Barriers/Car Park Access

For fob operated gates or barriers, at the point of receiving a report of a faulty shutter or gate, the caller will be requested to confirm with another resident, or we will await a second report, to ensure this is not just a fob issue.

If access is via sensor or keypad and that fails, we would instruct the contractor responsible for servicing the relevant equipment to attend to rectify, before contacting the emergency contact if they do not answer.

Door Entry Systems Failing/Communal Door Broken

If the door is fob or key entry and the usual means fails, we will attempt to resolve by providing door access codes where applicable. Failing this, the contractors responsible for this lift would be sent to rectify and provide access as early as possible.

If ever the communal door is stuck open, we would follow the same process as the building would also be insecure. We would look to escalate to the emergency contact if we are unable to get in touch with the relevant contractor in both contexts.

Lift Breakdown

We would instruct a contractor to attend at first availability, subject to the SLAs of any service agreement in place with the client. Lift entrapments would be prioritised when reporting to the lift company. If the situation becomes more urgent e.g. someone vulnerable is trapped in the lift, we suggest they contact the emergency services if they can, or we will if required.

Items dropped down lift shafts.

Callers would be advised this is not an emergency and will be actioned the next working day. In most cases, the company responsible for elevator maintenance will be required to attend.

Noise Complaints

Individual noise complaints will not be treated as an emergency. Callers will be advised, if their own attempts to contact the person responsible have failed, to contact the police if they feel it is appropriate to do so and the issue will be reported to building management for action the next working day.

Security Issues

In the event of trespass, attempted thefts or threatening behaviour, callers will always be advised to contact the police immediately. We may seek further updates from the caller later and/or the following day to ascertain how the issue was resolved.

Pest Control

Most pest control issues will be reported back to the main office for action the next working day. However, if there is a clear health and safety concern (such as in the event of rats in residences or serious wasp nest issues which present risk to residents) then we may instruct pest control contractors to attend.

Should there be a report of an animal trapped/endangered on the property then we will contact the RSPCA. If we are advised they will not attend, then we may instruct a pest control contractor to attend to resolve if the issue is causing significant distress to multiple residents due to noise or safety concerns.

Gas supply

Any issues concerning gas escape will be reported to Cadent immediately and residents will be advised to ventilate the property while avoiding the use of naked flames or electrics.

Any progression following this will be done so on the advice of the engineer in attendance. Should the attending engineer advise that any further works need to be completed we would pass this information onto the client via emergency contact immediately.

Break-Ins and Securing of Property

BLOCK - In the event of an attempted or successful break-into a communal area (or forcing entry from emergency services) we will instruct general contractors to attend to temporarily secure the residence. We would only instruct after receiving confirmation from emergency services that there is no requirement for them to further investigate the scene. At this point we would also request the crime reference number for our records and client insurance purposes.

Lockouts

In the event of a lockout from the tenant's unit, the tenant would be advised to contact their landlord/letting agent directly.

If they are unable to gain access due to a fault with the main door to the building, we would triage accordingly to establish if it is an issue for all occupants or just the caller. From there we would pass over any backup codes provided if an electronic entrance panel or instruct a preferred locksmith if necessary whilst keeping the client informed throughout.

General Considerations - PBM will always attempt to contact a client-approved contractor before utilising an outside approved backup contractor. If no contractors are available, we would refer this to the emergency escalation where appropriate.

Urgency of response - The speed of response depends on the timing of the call. Any issues that occur late on before a working day - we would look to manage caller's expectations and explain that the PBM should be able to appoint someone to investigate during upcoming office hours. Any issues that happen on a Friday or Saturday we would look to escalate given leaseholder / tenants run the risk of going longer than 24 hours without essential facilities.

