



## ***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 with effect from Friday 3<sup>rd</sup> April 2020.

This is being implemented to assist with social distancing and the 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 site. All procedures are subject to contractors being able to attend due to shielding or isolation

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 at the earliest opportunity.

Adiuvo to ask on all incoming initial calls whether any self-isolation or confirmed diagnosis of COVID-19 onsite/in property to inform contractors correctly. **IF ADVISED OF A CONFIRMED CASE THEN ADIUVO TO REVERT TO EMERGENCY ESCALATION CONTACT TO ENSURE CLIENT AWARE AND DISCUSS FULL/DEEP CLEANING RESPONSE.**

**WHERE POSSIBLE WE WILL ATTEMPT TO LIMIT INTERACTION BETWEEN RESIDENTS; IT MAY MAKE AWAITING A SECOND REPORT (for fobs or heating issues for example) MORE DIFFICULT OR HINDER DURING A FLAT TO FLAT LEAK BUT WE NEED TO ENCOURAGE NON FACE-TO-FACE CONTACT & ALTERNATE MEANS OF MESSAGING.**

## **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 however we will log with contractors
- 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 with follow up call by Adiuvo
- Pest control only if it relates to rats or wasps if reported as H&S/allergy issue



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### **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 however we will log with contractors to attend at earliest opportunity the next day
- Instruct on communal hot water issues if reported before 11pm (Monday to Thursday) or if between 5pm Friday and 11pm Sunday however we will log with contractors to attend at earliest opportunity the next day
- Failure of vehicle or pedestrian access to open (not classed as emergency if stuck open) unless underground carpark or similar has an entrance into the building and the only security are the gates
- Communal Door not allowing entrance or exit or same door being unsecure and allowing access to site
- 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 notified immediately for lift company to schedule at earliest opportunity (NOTE: we have experienced severe delays to non-emergency call outs)
- Utilities – dealt with as normal with callers referred to relevant Gas/Electricity/Water supplier or network in addition to follow up call by Adiuvo
- 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 confirmed as backing up or should external overflow occur
- Concierge replacement – this will be instructed upon if deemed essential by our clients, Adiuvo will presume that all relevant PPE measures are in place on any site we are requested to provide cover.



## ***INSTRUCTIONS ON BEST PRACTICE TO CONTRACTORS***

- Adiuvo will pass job to contractor as usual but will additionally ask each reporting resident if they have been diagnosed with Covid-19 or are self-isolating. This information will be passed over at instruction. Contractors at this point are able to refuse the job on Health & safety grounds.

### **Otherwise best practice whilst attending is as follows;**

- Once engineer arrives; contact occupant on number provided and advise they are on-site. Advise resident(s) to move to another room or away from the communal area affected, shutting the door where possible, and remain there whilst engineer is onsite and works completed (if another room or area is not possible then at least distancing by 2 metres).
- Engineer to ideally use the following PPE;  
Disposable gloves.  
Disposable overalls.  
Social distancing removes need for facemask.
- Contractor to assess that resident has taken all steps as requested prior to entry. Should this not be the case or from a visual risk assessment the contractor does not believe the job can be completed safely and within distancing guidelines the attending engineer is to politely refuse to complete works and inform Adiuvo. Adiuvo to attempt to re-book with alternate engineer but advising any new contacts of the previous contractors assessment.
- If happy to continue engineer should complete works using correct PPE.
- Any discussion with the residents should ideally be done via mobile or through a closed door or at very least observing social distancing.
- PPE to then be disposed of correctly and ideally anti-bacterial hand wash or similar used.
- Complete any reports external to the apartment or site – in current circumstances, no signature of attendance required and Adiuvo will take reports verbally if reported by phone on completion if easier/safer.