



Emergency Help
Line

Client Pack

Pembroke Property Management Emergency Help Line

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Pembroke Property Management reserves the right to amend the Terms and Conditions without prior notification at any time. For current Terms and Conditions please contact our office.

Pembroke Property Management Emergency Help Line

Key Facts and Terms & Conditions

- Pembroke Property Management will provide a UK based service centre manned by a specialist team of Cunningham Lindsey providing access to our nominated contractors, and their network of emergency maintenance contractors Out of Hours, 365 days a year.
- Pembroke Property Management branded Emergency Line telephone number is **0345 600 5672**
- Pembroke Property Management are able to provide pre-nominated contractors for use by the Emergency Line which is essential when facility contracts are already in place, for example specialist services such as passenger lifts, foul pumping stations, fire alarms etc. including Oriel (page 7).
- Cunningham Lindsey complete a data capture form, and keep an audio recording of all calls. The call handler will follow a question/answer triage process to establish if the issue is an emergency, and if the damage is in the dwelling which is demised to the lessee eg leaking pipe under the sink, or is a communal or structural issue. Pembroke Property Management warranty covers repairs during the first 2 years. After that communal and structural issues are covered by the Maintenance fund or buildings insurance. If older than 2 years the cost of minor maintenance repairs within the dwelling must be met by the lessee. Help will be offered in all cases.
- An assessment is carried out to determine the best course of action. If the incident is an emergency as defined within the Incident Philosophy Matrix, an approved emergency contractor is appointed. Please refer to the Incident Philosophy Matrix (pages 3 - 6).
- All completed data capture forms will be emailed to Pembroke Property Management on a daily basis by the service centre. All emergency works will be followed up and non-emergency works will be scheduled as normal by your Property Manager.

Incident Philosophy Matrix (What is an Emergency?)

The incidents contained within this document define the parameters within which the service centre will operate, when dealing with all calls made to Pembroke Property Management Emergency Line.

It is important to bear in mind the difference in costs associated with emergency contractors attending out of hours, compared to nominated suppliers working during normal working hours, and the need for call outs to be managed effectively.

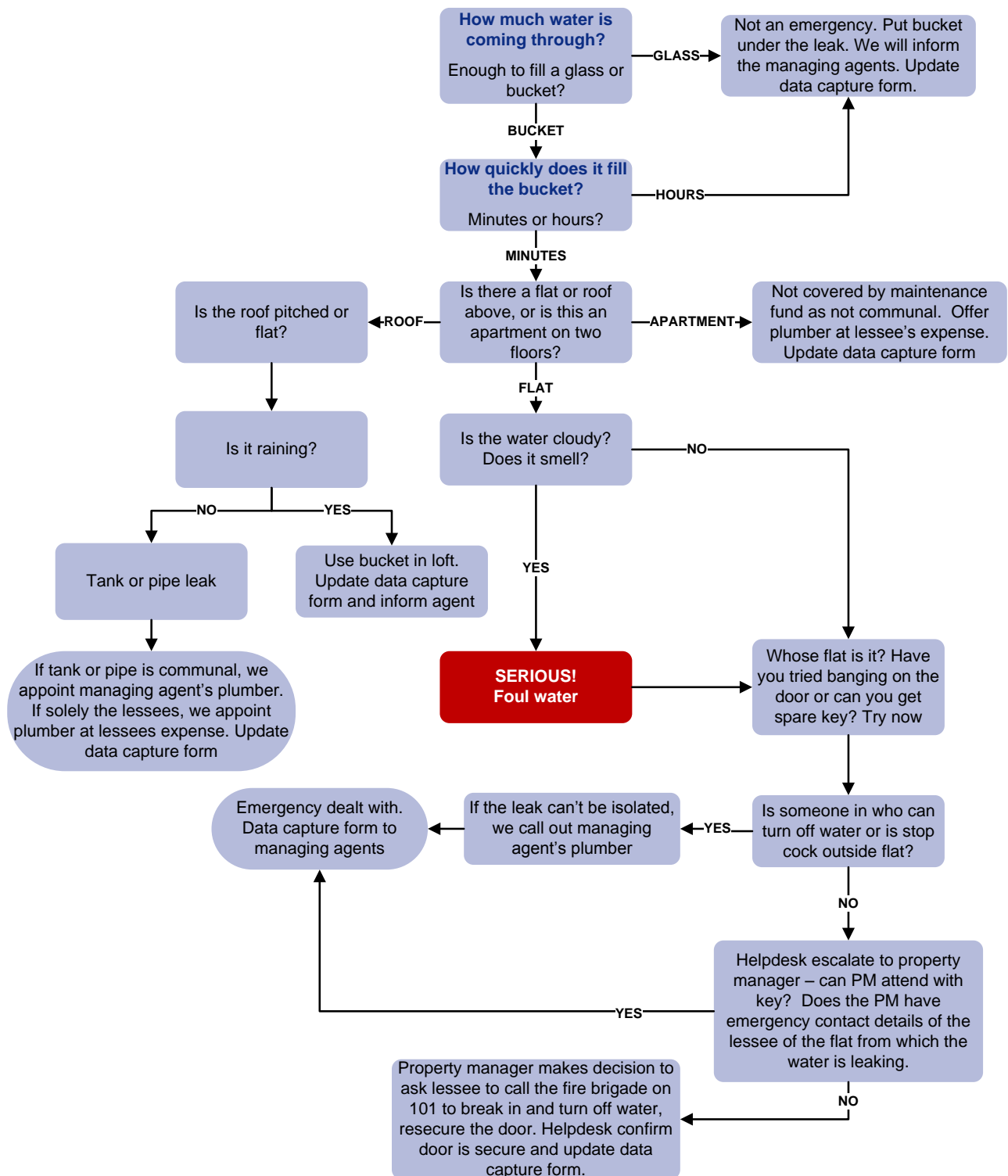
| Circumstance | Emergency (Instruct Emergency Contractor Network / Specialist Supplier) | Non Emergency (Forward Completed Data Capture Form) |
|--|---|--|
| Automatic gate to car park suddenly broken or stuck | Y | N |
| Blocked communal drains | Y | N |
| Blocked sinks / baths | N | Y |
| Blocked toilet | Y | N |
| Break-Ins | Y (insecure doors/windows) | N |
| Dangerous masonry & walls | Y (if wall unsafe) | N |
| Broken hand rail on stairs | N | Y |
| Broken / missing manhole covers | Y | N |
| Burst pipes | Y (*see below) | N |
| Chlorination equipment failure/foul odour/spillages | Y | N |
| Communal television/satellite system failure/malfunction | N | Y |
| Damp or condensation | N | Y |
| Discharged fire extinguishers | N | Y |
| Dripping waste pipe under the sink or dripping tap or radiator | N | Y |
| Entry system not working | N | Y |
| Escape of water from mains pipe | Y (*see below) | N |
| Failure of locks to gain entry / exit a property | Y – DO NOT APPROVE ANY REPLACEMENT OF COMMUNAL LOCKS OOH WITHOUT FIRST SPEAKING TO PROPERTY MANAGER | N |

| Circumstance | Emergency (Instruct Emergency Contractor Network / Specialist Supplier) | Non Emergency (Forward Completed Data Capture Form) |
|---|---|--|
| Fallen/damaged trees | Y (risk to property, life or blocking access) | N |
| Fire | Y | N |
| Fire alarm & automatic opening vent activation / malfunction | Y | N |
| Foul Pumping Station Alarm Activation / Failure | Y | N |
| Gas leaks | Y | N |
| Glass broken | Y (if home insecure) | N |
| Graffiti | N | Y |
| Guttering / downpipes | N (unless loose parts dangerous) | Y |
| Fitness & gym equipment failure / malfunction | N | Y |
| Insured perils under Buildings policy | Y (if severe / life threatening) | N |
| Leaking roof | N (unless significant volume of water) NB – if roof is at tall block we should not attend OOH due to H&S and as scaffolding is most likely required | Y |
| Leaking waste pipe or radiator | N* (unless large volume) | Y |
| Leaking shower / bath / washing machine or dishwasher when in use | N | Y |
| Lift not working | Y | N |
| Lightening protection system damage | N | Y |
| Locked themselves out | N (unless risk e.g. cooker on / young children locked in) | Y |
| Lost keys | Y | N |
| Main doors damaged | Y (if insecure) | N |
| Malicious damage | N (unless broken glass and / or home insecure) | Y |
| No electricity | Y | N |

| Circumstance | Emergency (Instruct Emergency Contractor Network / Specialist Supplier) | Non Emergency (Forward Completed Data Capture Form) |
|--|---|--|
| No heating, Autumn / Winter | Y | N |
| No heating, Spring / Summer | N | Y |
| No hot water | N | Y |
| No lighting in common areas | Y | N |
| No toilet facilities | Y | N |
| No water (water pump failure) | Y | N |
| Noise from neighbours/anti social behaviour | N | Y |
| Overflow or leak of bath / shower / washing machine / dishwasher | N (unless significant volume of water) | Y |
| Playground equipment damage | Y | N |
| Radon / Carbon Monoxide monitoring equipment alarm malfunction | Y | N |
| Removal of abandoned vehicles | N | Y |
| Roofing | N (unless serious and water ingress e.g. storm) | Y |
| Security alarm malfunction | N | Y |
| Significant spillage on stairs | Y | N |
| Sparking / smoking switch / socket | Y | Y |
| Spillages of hazardous fluids / chemicals & sharps removal | Y | N |
| Storm damage | N (unless significant ingress of water / broken glass / home insecure / falling debris hazard) | Y |
| Swimming pool heating system failure / malfunction | N | Y |
| Toilet will not flush | N | Y |
| Vagrant trespassing on common parts | Y | N |
| Vandalism | N (unless broken glass / doors and / or house insecure) | Y |
| Water treatment systems alarm / malfunction | Y | N |
| Window broken | Y (if home insecure) | N |

* Where there is an escape of water into a private flat and it is from an adjoining or above flat and the resident is out, the service centre will act accordingly:-

MaintenanceLine: water coming through the ceiling process



Pembroke Property Management Emergency Line

Cunningham Lindsey Contractor Information

- All Emergency Contractor Network works are handled by Oriel if there is no client nominated contractor available.
- Oriel is an independently managed Cunningham Lindsey owned company which completes £100m+ building repairs per annum.
- Cunningham Lindsey undertakes a comprehensive procurement process when selecting contracting firms to join Oriel. This includes checks on their financial status and quality assurance audits.
- All contractors are fully insured, to include Public Liability up to £5m and Employer's Liability Insurance, in addition to Cunningham Lindsey's comprehensive Professional Indemnity Insurance.
- Oriel has a dedicated Quantity Surveying facility, with a team of highly qualified and experienced Chartered Surveyors.
- Oriel guarantees all repairs for 1 year.
- In the unlikely event of a complaint, this would be reported in the first instance to the Pembroke Property Management Emergency Line whereupon the dedicated team will investigate and seek to resolve promptly any problems identified. Cunningham Lindsey and Oriel have a comprehensive Complaints Procedure in place, a copy of which may be obtained from Pembroke Property Management upon request.

Cunningham Lindsey Contractor Service Level & Charges

Telephony

80% answered within 20 seconds

Less than 5% calls abandoned

Visits

80% compliance with the following

| | |
|-----------------|-------------------------|
| Contact | 30 mins |
| Emergency visit | 2 hrs |
| Urgent Visit | 4 hrs |
| Follow up quote | 24 hrs from first visit |

Management Information

Monthly recording compliance with the above SLAs.

Charges are as follows:

| Trade Type | Value |
|--|--------------|
| General trade/hour - Normal hours first hour - UK Generally | £117.60 |
| General trade/hour - Normal hours subsequent hours - UK Generally | £29.12 |
| General trade/hour - Normal hours first hour - South East | £123.20 |
| General trade/hour - Normal hours subsequent hours - South East | £31.36 |
| General trade/hour - Normal hours first hour - Inside M25 | £125.44 |
| General trade/hour - Normal hours subsequent hours - Inside M25 | £32.48 |
| Electrician/hour - Normal hours first hour - UK Generally | £123.20 |
| Electrician/hour - Normal hours subsequent hours - UK Generally | £31.36 |
| Electrician/hour - Normal hours first hour - South East | £129.92 |
| Electrician/hour - Normal hours subsequent hours - South East | £33.60 |
| Electrician/hour - Normal hours first hour - Inside M25 | £131.04 |
| Electrician/hour - Normal hours subsequent hours - Inside M25 | £34.72 |
| Gas Safe Fitter/hour - Normal hours first hour - UK Generally | £123.20 |
| Gas Safe Fitter/hour - Normal hours subsequent hours - UK Generally | £31.36 |
| Gas Safe Fitter/hour - Normal hours first hour - South East | £129.92 |
| Gas Safe Fitter/hour - Normal hours subsequent hours - South East | £33.60 |
| Gas Safe Fitter/hour - Normal hours first hour - Inside M25 | £131.04 |
| Gas Safe Fitter/hour - Normal hours subsequent hours - Inside M25 | £34.72 |
| General trade/hour - Out of normal hours first hour - UK Generally | £134.40 |
| General trade/hour - Out of normal hours subsequent hours - UK Generally | £42.56 |
| General trade/hour - Out of normal hours first hour - South East | £141.12 |
| General trade/hour - Out of normal hours subsequent hours - South East | £44.80 |
| General trade/hour - Out of normal hours first hour - Inside M25 | £143.36 |
| General trade/hour - Out of normal hours subsequent hours - Inside M25 | £45.92 |
| Electrician/hour - Out of normal hours first hour - UK Generally | £140.00 |
| Electrician/hour - Out of normal hours subsequent hours - UK Generally | £48.16 |
| Electrician/hour - Out of normal hours first hour - South East | £146.72 |
| Electrician/hour - Out of normal hours subsequent hours - South East | £51.52 |
| Electrician/hour - Out of normal hours first hour - Inside M25 | £148.96 |
| Electrician/hour - Out of normal hours subsequent hours - Inside M25 | £52.64 |
| Gas Safe Fitter/hour - Out of normal hours first hour - UK Generally | £140.00 |
| Gas Safe Fitter/hour - Out of normal hours subsequent hours - UK Generally | £48.16 |
| Gas Safe Fitter/hour - Out of normal hours first hour - South East | £146.72 |
| Gas Safe Fitter/hour - Out of normal hours subsequent hours - South East | £51.52 |
| Gas Safe Fitter/hour - Out of normal hours first hour - Inside M25 | £148.96 |
| Gas Safe Fitter/hour - Out of normal hours subsequent hours - Inside M25 | £52.64 |

- All the above are net of VAT