

University Student Homes: Out of Hours Guide

In order to provide clarity as to how remedial issues should be responded to, a priority system has been used.

Priority	Timescale	Examples
<p>Priority One: A repair that requires urgent attention, in order to avoid danger to health, risk to the safety of tenants, or which has potential to cause significant damage to the property, or tenants belongings, if not promptly addressed.</p>	<p>Within 24 hours.</p> <p>*By this we mean the initial visit.</p>	<p>Issues that have the potential to prevent the tenants safely remaining in the property. Serious leaks, boilers breaking down (particularly in winter), the gas supply being cut off, the only toilet in the property not working, a security issue– failed locks/broken windows.</p>
<p>Priority Two: A repair which is inconvenient and will affect the comfort or convenience of tenants, which while not immediately pressing should be dealt with promptly.</p>	<p>Within 5 working days.</p>	<p>Loss of services or problems that affect some aspect of the property, but not the whole property. A shower requiring work (where there are more than one available), a cooker that has broken down completely, a fridge/freezer that has stopped working.</p>
<p>Priority Three: Non urgent day to day repairs.</p>	<p>Within 28 days.</p>	<p>Remedial works that tenants may not request, but that are necessary to ensure the property is well maintained. Replacing gutters, replacing windows, improvements in the property – fitting a suited lock system, replacing door handles and so forth.</p>

Out of Hours staff should advise any tenants who call up what priority their issue is considered to be, and what response time they should expect. This is part of the vetting process: only priority one issues are to be attended to outside of the Student Homes office hours.*

Priority One Issues – Out of Hours Response Required:

- A gas leak or suspected carbon monoxide leak (all properties are fitted with detectors).
- A fire/fire alarm panel that is in fault and that cannot be silenced.
- A flood that has the potential to cause damage i.e. a burst pipe, water pouring through a ceiling.
- A property in need of securing after a break in/attempted break in.
- Total loss of heating (in winter/cold weather) and hot water: please check to ensure there isn't an electric shower and that the boiler doesn't just require re-pressurising: tenants have boiler manuals (in blue folders in each property) which include details of how to do this.
- Failed Locks: A lock that has failed preventing tenants securing their property, or leaving/entering their property.
- Toilets: The only toilet in the property not working – not flushing, having backed up etc.

When such issues are reported an engineer will be mobilised, the desired response time is within 3 – 4 hours.

Purpose of Visit:

Ideally any priority one issues that arise will be resolved by the engineer who attends. That said, if further work is required the issue should be made safe/appliance got up and running temporarily and a quote for the required work submitted to Student Homes.

None Emergency Issues:

Any issues that are reported that are not priority one issues are to be captured and communicated to the Student Homes team. The Student Homes staff will liaise with property owners and required work subsequently arranged.

*The exceptions: The exceptions to this rule are the longer holiday periods:

Christmas/New Year: The Student Homes office closes Friday 23rd December 2017 at 5pm and reopens on Tuesday 3rd January 2017.

Easter: Exact dates to be confirmed, the office generally closes for a week.

During these periods priority 2 repairs should be responded to. The response time should be within 5 working days.

Cost:

There is no upfront cost for this service being provided, you will only incur costs when the service is used in order that a problem which has arisen at your property can be attended to. So you can gain an idea of what costs may be incurred if the out of hours service needs to be used by our student sub tenants a pricing matrix has been included below:

Electric, Heating & Cooling

Weekdays (08.00 – 18.00) excluding Bank Holidays		
<i>Response Time Required</i>	<i>Arrival & First Hour</i>	<i>Consecutive Half Hours</i>
Emergency within 4 Hours	£ 85.00	£ 21.50
24 Hour Call	£ 75.00	£ 19.00
Non-urgent Call	£ 65.00	£ 17.50

Out of Hours to include Weekends & Bank Holidays		
<i>Response Time Required</i>	<i>Arrival & First Hour</i>	<i>Consecutive Half Hours</i>
Emergency within 4 Hours	£ 95.00	£ 25.00
24 Hour Call	£ 85.00	£ 21.00
Non-urgent Call	£ 75.00	£ 20.00

Fabric & Plumbing

Weekdays (08.00 – 18.00) excluding Bank Holidays		
<i>Response Time Required</i>	<i>Arrival & First Hour</i>	<i>Consecutive Half Hours</i>
Emergency within 4 Hours	£ 80.00	£ 21.50
24 Hour Call	£ 72.50	£ 19.00
Non-urgent Call	£ 62.50	£ 17.50

Out of Hours to include Weekends & Bank Holidays		
<i>Response Time Required</i>	<i>Arrival & First Hour</i>	<i>Consecutive Half Hours</i>
Emergency within 4 Hours	£ 95.00	£ 25.00
24 Hour Call	£ 85.00	£ 21.00
Non-urgent Call	£ 75.00	£ 20.00