

## **EMERGENCY REPAIRS and SAFETY CHECKS STRATEGY**

### **PURPOSE**

The coronavirus pandemic is having an impact on all our lives.

Right across Wales. Local authorities and registered social landlords have agreed everyone should be treated fairly. They will:

- Keep customers safe and secure in their home.
- Help customers get the financial support they need.
- Support customers and find solutions if they are having difficulty paying their rent.
- Do everything they can to support customers wellbeing.

This strategy focusses primarily on how ateb will do everything it can to keep customers safe and secure in their own home.

### **CURRENT POSITION**

To ensure the safety of our customers, staff and contractors ateb has taken the decision to only undertake Emergency Repairs.

The following summarises how we will define emergencies repairs until further notice:

- Burst pipes.
- After a house fire.
- Blocked drains.
- No heating during autumn and winter.
- Total loss of electric.
- Serious storm damage and severe roof leaks.
- Total loss of water supply.

We will risk assess each repair request on a case-by-case basis and if the repair is deemed not to be an emergency, we will log it and schedule an appointment at a later date.

We may be able to provide temporary solutions to some problems, such as delivering temporary heating appliances to a customer's home if they have no heating.

Some emergencies may need to be dealt with by specialist emergency service providers. For example:

- Suspected gas escapes and carbon monoxide alarm activations – Wales and West Utilities. – 0800 111 999 <https://www.wvutilities.co.uk/>
- Total loss of water supply and blocked sewers – Welsh Water. 0800 052 0130 <https:dwrwymru.com/en>
- Total loss of electric in your area – Western Power Distribution. 0800 678 3105 <https://www.westernpower.co.uk/contact-us>

To ensure that ateb meets all its statutory requirements ateb will continue to undertake essential safety checks and servicing within communal areas and individual homes, although alternative arrangements may be made where customers are self-isolating or shielding. A breakdown of these and our approach at this time is attached at Appendix 1.

## **SERVICE RESILIENCE**

There is a risk that ateb will be unable to complete emergency repairs and / or meet its statutory requirements with regards safety checks and servicing. This could be due to.

- Staff absence
- Inability to source materials and/or parts
- Contractors not available
- Lack of adequate Personal Protective Equipment (PPE)
- Customers unwilling to allow access

In each case ateb has taken mitigating action to minimise the risk of any of these occurring.

### **Staff absence**

It is considered unlikely that ateb would not have the staff available to undertake emergency repairs and / or safety checks where these are usually completed by our in-house team. We have identified back up staff within the ateb team and we will work closely with our main contractors on their availability to provide back up if required. We will also identify additional contractors who could provide support to ateb should this be needed.

We have made a tentative arrangement with the Local Authority that we would mutually support each other in such an event.

### **Inability to source material and/or parts**

We will endeavour to ensure that we have enough stock on vans and in stores to ensure that we will be able to undertake most repairs and remedial works quickly.

We will work with local suppliers and we will undertake weekly stock checks and order enough supplies to replenish stock as and when required.

Should we not be able to source a part quickly we will make the situation safe as a minimum until such time as the materials / parts are available.

### **Contractors not available**

We will continue to work closely with our usual contractors. We will also identify alternative contractors to provide support if our usual contractors are not available. Security protocols to identify themselves as an authorised ateb contractor will be in place, any doubts do not let contractors in until you have contacted our main number.

### **Lack of adequate PPE**

It is essential that staff and contractors have the right PPE when entering customer homes to ensure their and our customers safety. We will regularly review PPE requirements to ensure it meets current best practice guidance.

We will endeavour to ensure that we have enough PPE stock on vans and in stores to ensure that we will be able to undertake most repairs and remedial works safely. We will work with local suppliers and we will undertake weekly stock checks and order enough supplies to replenish stock as and when required.

### **Access**

We appreciate that customers will be anxious about letting anyone into their property, particularly if self-isolating. We will work with customers to ensure properties can be accessed safely by ateb staff and contractors, always following the latest government guidelines.

### **EMERGENCY SERVICES TIMELINE**

We hope that we will be able to return to normal operations as soon as we can, however, this strategy will stay in place until further notice is issued by ateb, please check our web site and digital media for the latest updates [www.atebgroup.co.uk](http://www.atebgroup.co.uk)

**7<sup>th</sup> April 2020**

**Appendix 1**

**Compliance – Domestic Properties**

	<b>Our Approach</b>
<b>Gas and Oil</b>	We will continue to complete annual servicing of heating appliances
<b>Solid Fuel</b>	All safety checks have been suspended and customers advised not to use. Confirmed all properties have primary sources for heat and hot water
<b>Electrical</b>	We will continue to complete electrical safety checks but will temporarily suspend the transition to a 5-year program  Remedial works identified from electrical safety checks will continue to be scheduled if determined to be a high risk
<b>Smoke and Carbon Monoxide Alarms</b>	We will continue to complete our annual safety checks, where this is not possible, we will write to customers advising how they can self-check in the short term
<b>Fire Sprinklers</b>	Annual servicing currently suspended, we are writing to all affected customers on action to take to minimise any risk
<b>Legionella</b>	We have postponed the rollout of Legionella checks planned for 2020/21
<b>Radon</b>	We have postponed the rollout of Radon checks planned for the first quarter of 2020/21
<b>Solar Thermal Hot Water Systems and TMVs</b>	We have suspended testing solar thermal hot water systems and TMVs. Fail safe provisions in place
<b>LOLER and Clos y Mat</b>	Snowdrop are continuing servicing LOLER equipment  Clos y Mat have suspended all servicing but will continue to respond to emergencies.
<b>Asbestos</b>	Program of surveys and visual inspections has been suspended. Where possible to do so safely any remedial works from surveys that was planned will be completed

## Compliance – Communal Areas and Supported Living

	<b>Our Approach</b>
<b>Commercial Heating</b>	We will continue to complete annual servicing
<b>Electrical</b>	We will continue to complete electrical safety checks but will temporarily suspend the transition to a 5-year program  Remedial works identified from electrical safety checks will continue to be scheduled
<b>Fire Alarms and Emergency Lighting</b>	We will continue to undertake weekly safety checks and servicing of Fire Alarm systems where we have responsibility for these
<b>Smoke Alarms</b>	We will continue to complete safety checks
<b>Commercial Fire Sprinklers</b>	We will continue to complete annual servicing
<b>Fire Dampeners</b>	We will undertake a full service
<b>Legionella</b>	We will continue to undertake all Legionella safety checks
<b>Fire Doors</b>	We have suspended the work being undertaken to audit all fire doors
<b>Fire Risk Assessments</b>	We will review Fire Risk Assessments when due and will continue to undertake remedial works identified as being required
<b>Play Areas</b>	All Play Areas have been closed and safety inspections suspended. Weekly visual checks will be undertaken to ensure closure signs etc. are in situ
<b>Passenger Lifts</b>	We will continue to undertake all Passenger Lifts safety checks and servicing
<b>Asbestos</b>	All surveys have been completed and we will agree an approach to visual inspections being carried out
<b>Trees</b>	All work suspended – high risk works have all been completed
<b>Boundary Walls</b>	We will proceed with all works required where it is safe to do so