



Procedure for Service Provision 'Out of Hours'

1. GH are aware that there are instances when our clients need to contact their property manager should an emergency situation arise. To meet this criteria GH provide a 24hr telephone service for emergency. Details of this service are published to all our clients and given on our telephone answering service which operates out of office hours.
2. An '**EMERGENCY**' is defined as a "sudden state of danger etc; condition needing immediate attention". This can be further clarified as a danger to the property or occupants e.g. **burst pipe, flood, fire, gas leak**. We operate to provide suitable procedures for 'what to do in the event of an emergency' with all our clients through assessment and proactive management of our Health and Safety Policy.

Clients should be clear that GH do not operate an emergency response but will determine the method for resolution and will work to resolve any imminent danger or immediate threat until a permanent solution can be achieved. Emergencies and response solutions are defined within 3 categories:

1. EMERGENCY = IMMINENT THREAT TO LIFE

SOLUTION: CALL 999

- Fire - *Follow building evacuation policy.*
- Natural disaster - *Follow building evacuation policy.*
- Terrorist Attack - *Follow building evacuation policy.*
- Major security breach - *Never touch a suspicious package, follow building evacuation policy.*
- Gas leak - **IF YOU SMELL GAS CALL NATIONAL GRID: 0800 111 999**

2. PRIORITY = IMMEDIATE THREAT TO PROPERTY

SOLUTION: CALL GH OUT OF HOURS EMERGENCY SERVICE

- Leak - *turn off your water supply, check with neighbours, call plumber*
- Electrical Failure in communal areas
- Lift - *call the service engineer, **IN AN EMERGENCY CALL 999.***
- Security problem - *check with neighbours, call local police for advice.*



3. NON-EMERGENCY = NO IMMEDIATE THREAT TO PERSONS OR PROPERTY

SOLUTION: CALL GH DURING OFFICE HOURS

- Parking Issue
- Neighbour disputes
- Service Charge or Leasehold enquiries

3. Related Documents

GH Emergency Phone Policy and Procedure

GH out of Hours Procedure Diagram