

EMERGENCY PROCEDURES POLICY

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A registered Scottish Charity No.SC039891 Registered: Scottish Housing Regulator.
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1. GENERAL

The Association provides an Emergency Repairs Service 24 hours per day, 365 days per annum. Emergency Repairs are defined as repairs where there is a serious risk to the health, safety and security of the tenant, or where delay would likely result in significant damage to the property. The Associations target Response Time in respect of having the appropriate trade(s) in attendance of an Emergency is 4 hours. Once the risk has been removed, subsequent additional works may be attended to within the Response Time for Standard Repairs.

2. THE REPORTING PROCESS

Emergency Repair Requests during normal office hours can be reported to the Association by visiting our office at 53 Ballindalloch Drive or by calling our switchboard at 0141-551-8131.

Emergency Repair Requests out-with normal office hours should be reported to the Association by calling our switchboard at 0141-551-8131 whereupon the caller will be offered a "touch button" option of being diverted to Timetra Ltd, the Association's Emergency Call Out provider.

Attendance by Association staff will be arranged where appropriate, and in accordance with the guidelines set out in Appendices 1 & 2.

To report any other issues that cannot be dealt with by the OOH contractor refer the contact details in Appendix 4, useful contact detail list

3. DUTY OFFICER

The Association's Duty Officer shall be the Maintenance Manager, but in times of absence, this will be delegated to a member of the Maintenance Team.

4. COMMUNICATION AND TRANSPORT

The Association's Duty Officer shall always be in possession of the Association's mobile telephone, kept energised and in the "on" position, ready to receive incoming calls.

In the event of a problem occurring with the office Telephone, the undernoted procedure should be implemented: -

If the outside telephone line is completely dead, use a mobile to call NCS on 0141 353 0000 (office hours) or 0345 200 0012 (NCS fault line) to check the line for a fault. If the fault cannot be repaired ask them to divert any calls to Assured 24 until the next working day when NCS should be contacted again ASAP.

Attendance by the Duty Officer (or other staff) should be by way of the Association's company vehicle, staff's own transport or the Association's Taxi Account (No. D348) Tel: 429-6666 (Quote Milnbank Housing Association), (Quote password: - Milnbank, quote pin No 8131). The Association requires the Taxi to remain in attendance until the duty Officer is ready for the return journey if this course of action is necessary.

5. ACCESS

a) To MHA (Milnbank Housing Association) Ballindalloch Office

1. Use your office key to open door locks & on entering the office, hold your fob up to the bottom right-hand corner of the alarm panel – this will de-activate the alarm.
2. If after 30 seconds, your fob has not de-activated the alarm, please enter 08131 and press enter to de-activate. PLEASE NOTE THAT YOU SHOULD INFORM THE CUSTOMER SERVICES ASSISTANTS IF YOU HAVE DONE THIS AS THE SYSTEM WILL BE REQUIRED TO BE RE-BOOTED.
3. On exiting the office, hold your fob up to the bottom right-hand corner of the alarm panel for 5 seconds to activate the alarm & exit and lock doors as normal.
4. One long bleep will be heard, which will signify the alarm is set.
5. If alarm does not set, you will know this from continuous beeping, please re-enter and follow step 1 again.
6. If problem persists, please contact Chubb on 0800321666.

b) To Void Properties

All void properties have a master key system in place. If access is required to any void properties out with office hours, the Duty Officer should be contacted.

The procedure for receiving and issuing keys generally is outlined in Appendix 3

c) To Tenanted Properties

Where access is necessary, but the Association is not in possession of keys e.g., tenant not in flat, the Duty Officer shall exercise the right to force access, such rights conferred by the tenancy agreement and always subject to the prior consent of the Police. In some cases, the Duty Officer shall attend, authorise the tradesman to force access, and remain in attendance until the Emergency has been resolved and the property secured. Thereafter, the Duty Officer shall make every endeavour to ensure that the occupier upon return has unrestricted access to the property.

6. VOIDS

Upon receipt of keys, the Association shall isolate gas and electricity supplies at the meters, mains water at the main stop valve, and drain down all storage tanks. Ground floor flats shall receive curtains and left as though occupied. These provisions are intended to pre-empt and avoid Emergencies pertaining to voids.

7. AN EMERGENCY WITHIN THE OFFICE

A Disaster Recovery Plan to deal with an emergency within the office is detailed in the Disaster Recovery Policy.

8. EMERGENCIES INVOLVING VULNERABLE RESIDENTS

Appendix 5 provides further guidance for dealing with emergency situations which involve vulnerable residents.

9. CRISIS MANAGEMENT

Major incidents either by virtue of scale or extent will require the attendance of others. The Duty Officer, in such circumstances, will make every endeavour to ensure that the Chief Executive Officer and the Management Team are fully appraised of the details: the other staff will set up a Crisis Management Team to co-ordinate the immediate requirements of property or people.

10. REMUNERATION AND EXPENSES

An Attendance Allowance is due and payable in the next pay period for each call out attended by the Duty Officer at the rate set annually in terms of the Conditions of Service. Consideration in respect of Crisis Management will be dealt with according to the circumstances of each situation.

Since provision is made for a telephone and transport, no expenses are anticipated.

11. AFTER AN EMERGENCY

After the urgent matters relating to an emergency have been addressed, the undernoted follow-up procedures must be implemented:

- Housing Services staff and/or the Maintenance Team to visit each individual resident involved in the emergency to satisfy health & safety requirements have been met.

- Housing Services staff to visit all tenants involved in the emergency to collate signed statements. This may also include collating statements from other agencies who were involved in the emergency.
- Housing Services to arrange close meeting if deemed necessary.
- Housing Services to arrange any necessary decant accommodation.
- Housing Services to immediately arrange for stairs and common close walls to be washed if required.
- The Maintenance Team to compile a comprehensive schedule of repair works, ensuring that any immediate health & safety works are treated as urgent.
- The Maintenance Team to log claims with the insurance company, ensuring where possible, to record decisions in writing.
- Housing Services and the Maintenance Team to keep the Management Team appraised of the situation.

APPENDIX 1

ATTENDANCE BY DUTY OFFICER

The Duty Officer shall assess whether his/her attendance would benefit the execution of the repair or benefit the client(s) affected. Where the outcome is "yes" or even "maybe", the Duty Officer should attend.

The undernoted examples are intended to be illustrative and are not exhaustive.

- * Serious Roof Leak/Water Penetration/Bursts affecting more than one property
- * Complete Blockage of Soil Pipe allowing waste to back up into the property, putting property and contents at risk
- * Surcharge of Drains causing flooding to property and putting contents at risk
- * Dangerous Structural Conditions/Dangerous Scaffold putting public and property at risk
- * Requirements to Force Entry
- * Major Fire

Not all Emergency Repairs will benefit from attendance by a Housing Association Representative, and the following again are intended to be illustrative and are not exhaustive:

- * Water leak not affecting others and not putting the property or contents at serious risk
- * Lack of heating or hot water
- * Disrupted cold water supply
- * Broken Glass
- * Door Entry System failure
- * Gas Escape
- * Loss of Light/Power
- * Faulty Electrics.

APPENDIX 2

ATTENDANCE BY OTHER STAFF

The Duty Officer shall assess whether attendance by other staff would likely benefit the repair or benefit the client(s) affected or in some other way benefit the Association. Where the outcome is "yes" or even "maybe", the Duty Officer should contact the CEO and any other relevant members of staff who shall set in motion such attendance as may be necessary to realise the benefit.

The undernoted examples are intended to be illustrative and are not exhaustive,

- * Residents requiring to be rehoused, temporally or otherwise
- * Residents requiring co-ordinated support services
- * Residents requiring practical assistance, comfort and/or reassurance
- * Situations benefiting for the impact of establishing figures, control and/or dissemination of information
- * Crisis management situations as may arise from conflagration, freeze, earthquake or other major peril, either by way of scale or extent.

APPENDIX 3
KEY PROCEDURE

VOID PROPERTIES

All void properties have a master key system in place. If access is required to any void properties, then the Duty Officer should be contacted.

SHOP UNITS

Keys to the store units (17, 102 & 108 Roebank St & 55 Harcourt Drive) can be located from the key cabinet in the Main Office.

APPENDIX 4

EMERGENCY USEFUL CONTACTS LIST

Local Guest Houses

Seaton Guest House

6 Seton Terrace

Dennistoun

0141-556-4377

Onslow Guest House

2 Onslow Drive

0141-554-6797

Craigielea Guest House

35 Westercraigs

0141-554-3446

Travel lodge

(Glasgow central, 5/11 Hill St)

08719846141

Premier Inn

(George Square)

03337777294

Premier Inn

03337777294

Strathclyde Police (London Road)

101

Glasgow Royal Infirmary

84 Castle Street

GLASGOW

0141-221-4000

Glasgow and Partners Emergency

0300 343 1505

Social Work Service Hamish Allan Centre

0800838502

180 Centre Street GLASGOW G5 8EE	0141-287-1800
Environmental Health Department 23 Montrose Street GLASGOW G1	0141-287-1059
Gas Leaks Emergency Contact (SGN)	0800-111-999
Scottish Power	0800-0929-290 OR 105
Scottish Water	0800-0778-778
Street Lighting	0800-373-635
Cordia	0141- 353-9000
Express Removals	0141-339-6000
ADT Fire & Security (CFN)	08448001999
Euro Systems	08003345238
NCS (Telephones – fault in line)	03452000012
Probe (Drains)	0143630121
James Frew (Gas Engineers)	01294468113
Orona (Lifts) @ Great Eastern	08458949127
Chubb – Fire/Intruder Alarms	01413323230

APPENDIX 5

EMERGENCY PROCEDURE FOR VULNERABLE RESIDENTS

ACCIDENTS OR EMERGENCIES INVOLVING TENANTS

In the event of a health emergency or accident staff should respond quickly and calmly.

Step & Action

- 1) Assess the situation.
- 2) Make the person affected as comfortable as possible and give reassurance. Have someone else e.g., home help or, as a last resort, another tenant, stay with them while further help is summoned.
- 3) Assist the tenant to summon assistance as required e.g., Doctor/ ambulance. The administration of medication by the Staff/Officer on Call/Tradesmen is strictly prohibited, although assistance can be provided to access the Prescription Delivery Service.
- 4) Assist the tenant to inform a relative. If the tenant is unable to do so, the tenant's named contact should be contacted. Where a tenant is taken to hospital in an emergency and no family, or friends are present staff or Officer on Call should ensure that all electrical appliances are switched off and that the flat is made secure. If the family cannot be contacted immediately, contact should be made as soon as possible. Keys or access should not be given to relatives or others without the express instructions of the tenant. Tenants are advised to give out a spare set of keys to an authorised person.
- 5) When hospitalisation is not required, the tenant's well-being should be closely monitored by frequent visits after an emergency or accidents.
- 6) In the event of a medical emergency situation arising for a tenant, a written report should be made in the Incident Register recording the time, a brief description and action taken. If an emergency situation or accident affects a tenant a written statement should be made in the individual's tenant's record sheet with the undernoted details recorded.
- 7) Depending on the nature of the incident or emergency the Maintenance Manager should be informed of the incident immediately.

COMMUNITY ALARM SYSTEM/POWER FAILURE

The community alarm system has emergency batteries to keep it in operation if the power supply is interrupted in any way. These batteries will keep the system operating for two to three hours. If the power to the system is off for longer, then the systems will not operate. Bield, as the Community Alarm support, will contact all residents ensuring relevant support is given in the event of an emergency. Power failure to the home will be treated as an emergency in terms of the Association's maintenance procedures.

1. FIRST AID

There are 9 named First Aid Officers within the Association, these Officers are required to hold up to date relevant First Aid qualification, and the Association shall meet the training costs incurred.

2. EMERGENCY POLICY

All staff are issued with the Associations Emergency Policy.