

Repairs and Maintenance

Benecare LTD

BUILDINGS AND GROUNDS MAINTENANCE

The Organisation employs Alan Denton who is responsible for buildings maintenance.

Any works which are not able to be completed by Alan are outsourced to contractors. If he is unavailable, then the secondary contact should be contacted.

BUILDING REPAIRS / HEALTH & SAFETY

Any request that has health & safety implications should be notified to buildings maintenance staff by phone, with an email confirmation headed as Health & Safety with the name of the home Alan Denton and the Responsible Individual or Head of Education. The first contact for the houses by phone is Alan Denton. Please do not use email as the only notification for H&S issues. The request should also be added to the maintenance action plan below and be highlighted in red as the highest priority. Outstanding H&S jobs that have not been fixed should be entered by managers on their KPIs to ensure that senior managers are made aware.

BUILDING MAINTENANCE & DECORATION

Non-urgent maintenance requests relating to buildings should be made by managers using the maintenance documents stored on the computer "Benecare Maintenance Log" list. Please note that this list should not be used for vehicle maintenance. Building maintenance requests should be prioritised by the house manager or school manager. Alan Denton will aim to complete jobs in the order prioritised by the managers.

OUT OF HOURS EMERGENCIES

In the event of out of hours emergencies, please check the following to see if temporary arrangements are possible.

Electrical Issues	
Is the exposed cable mains electrical / TV / aerial / computer	Only mains cable needs urgent remedy, consider mobbing child to another room until maintenance can attend and make safe.
No power supply	Check trip switch in fuse box. Check with neighbours.
Plumbing issues	
Does it involve a leak?	Is the bath/basin overflowing? Turn off main supply.
Is a toilet or sink blocked?	Lock bathroom and use alternative.
Is it a hot water problem?	Has all of the hot water been used up? I.e. there is no maintenance problem/
Windows/Doors	
Are there loose glass/shards that could cause danger?	If only cracked deal within work hours. Move child to another room, until maintenance can make safe.

If no temporary arrangement is possible, call the manager on call. If the on-call Manager agrees that it must be remedied urgently, phone one of the contacts on the primary list until someone is able to

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come to the property and make the necessary repair. Please call the primary list contacts in the order they appear on the list.

EMERGENCY CONTACT LIST (PRIMARY)		
1.	Alan Denton	07907108496

Please note that for emergencies relating to any of the following, the first contact should be to directly to the appropriate company named below.

Gas Supply	Gas Board	0800111999
	British Gas Emergency Line	0330 100 0303
Vehicles	Call the RAC	0800 246876
Fire Alarms	Astoria	020 7099 5552