



CALDECOTT FOUNDATION

Amendment

This document was last reviewed in November 2025 by the Caldecott Foundation.

Formatted: Left

BUILDINGS, VEHICLE AND GROUNDS MAINTENANCE

The Foundation has three employees who are responsible for buildings maintenance, and one who is responsible for motor vehicle & grounds maintenance. Any works which are not able to be completed by this team are outsourced to contractors. Maintenance requests relating to motor vehicles should be made by phone to Gary Marsh in the first instance. If he is unavailable, then the buildings maintenance team should be contacted. Vehicle maintenance will be prioritised according to safety and legal requirements. Please email the Responsible Individual and Ian Gurr to record any concerns you have about vehicle safety.

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 to Ian Gurr copied to Damion Napier and the Responsible Individual or Head of Education. The first contact for the houses by phone is Ian Gurr, followed by Steve May, and Garry Marsh. The first contact for the schools is Stacey McShane. Please do not use email as the only notification for H&S issues. The request should also be added to the maintenance action plan for your department and be highlighted in red as the highest priority. Outstanding H&S jobs that have not been fixed should be escalated to senior managers.

BUILDING MAINTENANCE & DECORATION

Non-urgent maintenance requests relating to buildings should be made by managers using the maintenance Spreadsheets on One Drive. Please note that this list should not be used for vehicle maintenance.

Building maintenance requests should be prioritised by the house manager, boarding manager or school manager. The Maintenance Department will aim to complete jobs in the order prioritised by the managers.

OUT OF HOURS EMERGENCIES

Electrical issues	
--------------------------	--

Is the exposed cable mains electrical / TV aerial / computer	Only mains cable needs urgent remedy, consider moving 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 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 with during 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 come to the property and make the necessary repair. Please call the primary list contacts in the order they appear on the list.

If none of the contacts on the primary list are available, please consult the secondary list for the most appropriate contact.

EMERGENCY CONTACT PRIMARY LIST (KENT)		
1	Ian Gurr	07392 082596
2	Garry Marsh	07392 082600
3	Steve May	07392 082601
4	Paul Todman	07926 046853
5	Simon Winter	07730 413745

EMERGENCY CONTACT PRIMARY LIST (EAST MIDS)		
1	Ian Gurr	07392 082596

EMERGENCY CONTACT SECONDARY LIST		
Plumbing/heating	Kent - Kent Boilercare	01622 291000
	Midlands - MB Oil Mark Brisendon	07734 450695
Locksmith	Kent - Rapid Locksmiths	0333 009 8055
	Midlands - Newark and Sherwood Locksmiths	01636 605909
Electrician	One Call Electrical	01227 490028
	Midlands - Johnson Electrical Solutions	01636 642760
Drains	Dyno Rod	0333 305 6115

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
Electricity supply	National Power	105
Vehicles	Call the AA	Number on card in vehicle
Fire alarms	Kent - NKM	01892 724242
	Midlands – Aegis Fire & Security	01636 679281
Burglar/door alarms	Chubb	0844 879 1770

Reviewed June 2025