



## Out of Hours Emergency Desk

Adiuvo are the only specialised call handling service for the property management industry run by highly trained and experienced property management professionals and consultants.

We cover all aspects of out of hours property care and take all incoming calls;

- compiling relevant information
- progressing the matter to contractors (IF necessary)
- ensuring satisfactory completion of any works
- reporting back & providing information to designated contacts via our own bespoke software

Many clients wish for us to utilise their already approved suppliers therefore we provide our expertise to manage incoming calls and emergencies however in addition to the management of calls Adiuvo can, if preferred, supply contractors to deal with arising emergencies. We have an available bank of emergency trades via our experience and can provide anything from plumbers, electricians and general trades (boarding etc) to large scale drainage or qualified commercial boiler engineers.

### **HOURS OF OPERATION**

This number operates outside of the main office's opening hours of Monday to Friday 9am to 5.30pm and relevant Bank Holidays. The desk is manned 365 days a year. Calls may be recorded for training purposes.

### **ISSUES COVERED**

- The desk can deal with all emergency communal maintenance issues such as, where applicable, communal boilers, sewage and water pumps, vehicle access gates, entry systems and communal doors, drains and lifts.
- Although any internal issues within flats would be the responsibility of the Owner or appointed agent of the individual flat we can provide suggestions or help to callers.

### **ISSUES BETWEEN FLATS INCLUDING LEAKS**

- We can also assist in issues between flats such as leaks although this is limited out of hours to those problems which are causing damage or health and safety concerns. We can talk residents through their responsibilities and the correct course of action.

### ***ISSUES NOT COVERED***

Out of Hours we cannot progress matters relating to service charges, correspondence from the main office, parking control, replacement fobs or keys, CCTV access, TV or satellite reception, pest control or security issues regarding individual flat doors. They may be other instances in which we cannot assist but will be able to report back to the main office for progression during the next working day.