Emergency Repair Call Out - Christmas Arrangements

Please note that during the Christmas period when the SPC Helpdesk is closed, the alternative number provided is for emergency repair call outs ONLY.

If you have a non-urgent repair please email: SPC_repairs@sandwell.gov.uk - these will be actioned when the SPC Helpdesk is next open.

Friday 20th December 2019
Normal Working Day

Saturday 21st December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Sunday 22nd December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Monday 23rd December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Tuesday 24th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Wednesday 25th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

For more information please visit our website:
www.urbandesignandbuildingservices.co.uk
Thursday 26th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Friday 27th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Saturday 28th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Sunday 29th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Monday 30th December
Normal Working Day

Tuesday 31st December 2019
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Wednesday 1st January 2020
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 0121 544 3400 - Deltron Lifts

Thursday 2nd January
Normal Working Day
What is an emergency?

- Work that will, or has a direct impact on users, staff, children, and visitors of a facility or health & safety reasons
- Work that will/is having an effect on the day to day operation of a facility
- Works that could close a facility

Please report your repair as early as possible so that we can ensure we can get an operative to you as soon as possible.

For further information please contact: UDBS_customercontact@sandwell.gov.uk

Water Quality During School Holidays

To maintain water quality during school holidays (when boilers and hot water plant may be switched off) all outlets should be flushed prior to switch off, starting at the furthest outlets, for a minimum of 2 minutes at optimum temperatures, e.g. Hot - 50°C minimum/Cold - 20°C maximum.

Please repeat this process prior to the reopening of the school.

For further information please contact: UDBS_customercontact@sandwell.gov.uk

SPC Helpdesk - Out of Hours Process

There has been some confusion recently regarding urgent jobs being reported before the 5pm/4pm Helpdesk closing hours but being issued to the Out of Hours service.

This is due mainly to the fact that most operatives will already be out on site, finishing repairs and, in order to ensure your emergency is dealt with as quickly as possible, the Out of Hours service will be issued with the job.

Out of hours operatives will endeavour to arrive on site within 2 hours (traffic permitting).

If the job is a direct emergency e.g. gas leak, there is an escalation process and it would be reported to Senior Officers at Dodds or Grahams in order to get an operative there sooner.

Decisions regarding sending emergency repairs to the out of hours service are taken with the nature of the emergency and need of the customer in mind.

For further information please contact: UDBS_customercontact@sandwell.gov.uk

SPC Customer Consultation

Operatives will continue to leave “Statutory/Inspection/Service” pre-paid consultation cards with you for completion. For Water Hygiene visits, cards will be left with customers during their Quarterly Monitoring visit.

Your feedback is important to us and the information you supply us with helps to monitor and improve our service to you. We would really appreciate it if you could continue to fill these cards in and return them to us as quickly as possible.

For further information please contact: UDBS_customercontact@sandwell.gov.uk

Please visit our website:

www.urbandesignandbuildingservices.co.uk
Sandwell Property Care (SPC) - what you think of us

We sent out questionnaires to customers that we had worked for and received 178 responses back between July to September 2019.

Here’s a summary of what you told us:

• 99% rated the attitude and helpfulness of SPC helpdesk as good or excellent.

• 87% had an appointment made by our contractors; our target is 80%

• 32% of contractors telephoned in advance; our target is 80%

• 77% of contractors turned up when they should; our target is 85%

• 98% of contractors met health and safety requirements; our target is 90%

• 92% of customers felt work met expectations; our target is 85%

• 94% were happy with the overall service provided by the contractors; our target is 85%, and

• 92% rated their overall experience as good or excellent; our target is 85%

2 questions are below target and we will be speaking to our partners to work to improve these areas and look to see if we need to adjust the target figure.

All other questions exceeded their targets and we will continue to monitor and raise these where necessary.

For further information please contact: UDBS_customercontact@sandwell.gov.uk

For more information please visit our website:
www.urbandesignandbuildingservices.co.uk
Lift Maintenance Customer Satisfaction Consultation
No responses received this quarter.

Lift Servicing Customer Satisfaction Consultation
We sent out questionnaires to customers we’d worked for and received 4 responses back between July to September 2019. Here’s a summary of what you told us:

- 100% of service visits carried out were via a scheduled appointment; our target is 95%
- 100% of engineers arrived on the agreed date and time; our target is 85%
- 100% of contractors left the property clean and tidy; our target is 100%
- 100% of contractors completed the work to your satisfaction; our target is 90%

All questions are on or above our targets.

For further information on please contact: Lifts_udbs@sandwell.gov.uk

Please visit our website:
www.urbandesignandbuildingservices.co.uk
Statutory Inspection Customer Satisfaction Consultation

We sent out questionnaires to customers we’d worked for and received 156 responses back between July to September 2019. Here’s a summary of what you told us:

- 85% of service visits carried out were via a scheduled appointment; target 80%
- 96% of engineers arrived on the agreed date and time; our target is 80%
- 100% of contractors left the property clean and tidy; our target is 100%
- 97% of contractors completed the work to your satisfaction; our target is 90%

All four questions are on or above target.

Urban Design Consultation Results 2019/20 Quarter 2

Construction Projects:
UDBS consulted on 1 No. design projects during quarter 2 and our customers rated our Service as 93% and the Product as 93%. Both exceeded our 85% target. The project came in on budget and within the fee allocation at 100% which exceeded the target of 85%

Geotechnical Projects: No projects were completed in quarter 2.

Demolition Project: No projects were completed in quarter 2.

For further information please contact: UDBS_customer@sandwell.gov.uk

Please visit our website:
www.urbandesignandbuildingservices.co.uk
Heating Over Christmas
If your heating is controlled by the Energy Management Team, please keep an eye out for the email asking about your opening times over the Christmas Break.
For further information please contact: UDBS_customercontact@sandwell.gov.uk

Office Based Point of Contact and Building Surveyor details for Schools:

**Oldbury Learning Community**
- Paul Oliver
- 0121 569 4527
- Gary Smith
- 07798 616573

**Tipton Learning Community**
- Libby Baker
- 0121 569 4514
- Paul Hill
- 07798 570057

**Rowley Regis Learning Community**
- Paul Oliver
- 0121 569 4527
- Paul Hill
- 07798 570057

**Wednesbury Learning Community**
- Libby Baker
- 0121 569 4514
- Paul Hill
- 07798 570057

**Smethwick Learning Community**
- Libby Baker
- 0121 569 4514
- Gary Smith
- 07798 616573

**West Brom Central & North Learning Communities**
- Gail Tranter
- 0121 569 4630
- Gary Smith
- 07798 616573

Office Based Point of Contact details for PMA and Design Customers:

**PMA Customers:**
- Paul Oliver - 0121 569 4527
- Gail Tranter - 0121 569 4630
- Libby Baker - 0121 569 4514

**Design Customers:**
- Paul Oliver - 0121 569 4527
- Libby Baker - 0121 569 4514

Emergency Repairs

Please call the SPC Helpdesk on: **0121 569 4539**
(between 8am-5pm Mondays to Thursdays and 8am-4.30pm on Fridays).
For Out of Hours emergency repairs call: **07500 997717**
(between 5pm-8am Mondays-Thursdays, 4.30pm-8am Fridays, weekends and bank holidays).

Contact Details:
- Emergency/urgent repairs: UrgentSPC_repairs@sandwell.gov.uk
- Non-urgent repairs: SPC_repairs@sandwell.gov.uk
- Compliments/complaints/feedback: UDBS_customercontact@sandwell.gov.uk