

## One-Off Emergency Property Works Procedure

**Bernicia Title:** One-Off Emergency Property Works Procedure

**Refers to Policy:** None

**Date Written:** December 2011

**Date Reviewed:** December 2014; April 2019

**Responsibility:** Head of Housing/Retirement Housing Manager

## 1.0 **INSTRUCTION**

- 1.1 Once a property has been identified as being in need of emergency/urgent works, the Group will undertake a full risk assessment.
- 1.2 Property Maintenance Division (PMD) will assess:
  - The scope of the works to be undertaken, detailing what is required and how long it is likely to take.
  - Whether the occupant and household will need to decant.
- 1.3 Housing Services will establish the scope of the household including any animals that may need re-homing temporarily and will negotiate and arrange any decant.
- 1.4 The Group will usually in the first instance see if the household are able to stay with relatives or friends.
- 1.5 If this is not possible then suitable temporary accommodation will be sought at a reasonable cost. The suitability of alternative accommodation will be decided on an individual case basis. In all circumstances the decision will be made on what is reasonable for both the tenant and the cost incurred.
- 1.6 The removal of any belongings will be carried out by an external contractor. The contractor will have their own insurance for damage.
- 1.7 A visual inspection, inventory and photographs of belongings will be undertaken to identify any existing damage to belongings or the property before any removal works take place. Similar advice will be given to the tenant to do likewise.
- 1.8 Any works will be project managed jointly by a member of PMD and Housing Services. However other officers and relevant parties will be kept informed of progress.
- 1.9 All information received by other relevant parties will be passed to the Project Managers to deal with.
- 2.0 At the earliest opportunity, an estimated completion date for works will be established by the Project Managers and this information will then be made available to the tenant and other relevant parties.