



Out of Hours Procedure

Revised 2019

Repairs to communal areas reported during office hours will be initially assessed by the office-based Customer Support Team and subsequently by the appointed Property Manager. Emergency Out of Hours repairs will be directed to the PMC helpline service who will arrange for appropriate services to be provided. In determining the degree of urgency with respect to a call out response the following protocol will be adhered to:

- Security Breach
- Health & Safety
- Further Deterioration
- Escalating Costs

The PMC Helpline Team operates an approved list of out of hours response contractors, to provide urgent services during 'out of hours'. This service will not answer billing, service level performance or administrative queries.

If you require to contact us outwith normal working hours please call our main office landline 01651 873838 where information will be available to you to further your enquiry.

When calling please provide your full name, property address including postal code and contact telephone number.

If you are not the property owner, we would ask that you contact your landlord in the first instance.