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 22nd December
Normal Working Day

Saturday 23rd December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Sunday 24th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Monday 25th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Tuesday 26th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Wednesday 27th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

For more information please visit our website:
www.urbandesignandbuildingservices.co.uk
Thursday 28th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Friday 29th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Saturday 30th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Sunday 31st January 2017
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Monday 1st January
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Tuesday 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.

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 54 responses back between July to September 2017.

Here’s a summary of what you told us:

• 96% rated the attitude and helpfulness of SPC helpdesk as good or excellent; our target is 95%
• 72% had an appointment made by our contractors; our target is 60%
• 43% of contractors telephoned in advance; our target is 80%
• 87% of contractors turned up when they should; our target is 85%
• 94% of contractors met health and safety requirements; our target is 90%
• 91% of customers felt work met expectations; our target is 85%
• 93% were happy with the overall service provided by the contractors; our target is 85%, and
• 91% rated their overall experience as good or excellent; our target is 85%

Only 1 of the questions is below target and we will be speaking to our partners to work to improve this area.

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

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

Please visit our website:
www.urbandesignandbuildingservices.co.uk
Lift Servicing Customer Satisfaction

We sent out questionnaires to customers we’d worked for and received 10 responses back between July to September 2017.

Here’s a summary of what you told us:

• 100% rated the attitude and helpfulness of the member of staff taking your initial call as good or excellent.

• 90% of engineers arrived within 2 hours. This is just a bit below our target of 95% but we are aware that sometimes customers request a particular time or day which takes it past the 2 hour mark. Nevertheless, we will still work hard with our contractors to improve this.

• 100% of contractors left the property clean and tidy.

• 100% of contractors completed the work to your satisfaction.

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

Urban Design Consultation - Results
2017/18 Quarter 2

Construction Projects over £50,000
We sent out 10 questionnaires to customers we had worked for and received 6 responses back between July and September 2017.

You rated the satisfaction with our service and the finished product well above our target of 85% with 94% and 93% respectively.

Geotechnical Projects
6 Projects were completed and we received 4 responses. The product and service all exceeded our target of 85% with 92% and 92% respectively.

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

Please visit our website:
www.urbandesignandbuildingservices.co.uk
Schools that buy back either technical or full support from SPC should have had a visit from either Andy Norton or Mandy O’Rourke, to demonstrate the new “Atrium” web portal which is now easily accessible through the internet. If you’ve not seen a demo of Atrium or maybe it’s been a while and you’d like a refresher, get in touch with your point of contact who will be able to arrange an appointment for you.

The portal supports our commitment to share electronic information with schools to assist in your efficient management of compliance, repair and maintenance issues.

Schools can;

• Interrogate our property management system and obtain reports on;
  – Compliance and regulatory inspection dates eg “When is our boiler due to be serviced?”
  – Orders issued for repair and maintenance eg “What work orders have been issued for our school from April?”
  – Requests logged for repair and maintenance (referrals) eg “What is the latest with our request to provide an estimate for our fencing?”

• Access statutory, regulatory and compliance documentation eg gas, fire alarm certification, fire risk assessment reports – basically an easily accessible repository for your schools records.

• Guidance on repair and maintenance eg what maintenance activities are covered under the school repair account.

Please follow the link below to the Atrium property portal homepage:-

www.sandwell.gov.uk/propertyportal

If you require any further information, please do not hesitate to contact your appointed office based point of contact or email: UDBS_customercontact@sandwell.gov.uk

Continuity Plan

As part of the emergency continuity plan for the Sandwell Property Care helpdesk, a text message escalation process has been put in place.

Therefore, if for any reason the SPC helpdesk is not contactable by the usual number and email, all customers will be sent a text message giving alternative contact details.

If we do not already hold a mobile number for you, your point of contact will be contacting you in the next couple of weeks to confirm. In the meantime, please feel free to email them your number directly.

For further information please contact: UDBS_customercontact@sandwell.gov.uk
Apprentice - Charlotte Bakewell

Urban Design are pleased to welcome Charlotte Bakewell into the design team, in her role as apprentice. Charlotte will be spending time with the Architects, Landscape Architects, Structural Engineering and Quantity Surveying teams, learning new skills during her 12 months placement.

Charlotte can be contacted on 0121 569 4656 or email charlotte_bakewell@sandwell.gov.uk

Change of Point of Contact for Oldbury Learning Community

From 1st January, 2018, Lisa Nelson will no longer be the office based point of contact for the Oldbury Learning Community and various property maintenance sites. Lisa will be taking on different tasks relating to customer excellence and the quality management system.

From next year then, Paul Oliver will be the new point of contact for the Oldbury schools and PMA customers. Paul can be contacted on 0121 569 4527 or email paul_oliver@sandwell.gov.uk

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

Customer Consultation

We have changed the way we request feedback from our customers.

You will now be sent an email to complete a questionnaire via the Atrium portal. Your feedback is important to us so if you have any questions about the new process please do not hesitate to contact your point of contact who will resend the guidelines.

Latest Awards News

Institute of Structural Engineers Regional Awards

Urban Design received a Commendation at the Institute of Structural Engineers Regional Awards held on Thursday 5 October 2017, in the category of Structural Heritage for Buildings Award for the Lightwoods House and Park restoration project.

AABC Conservation Awards 2018 - Regional Finalist

Lightwoods Park and House was entered for the 2018 AABC Conservation Awards and we are delighted to confirm that our project has been considered successful at first stage assessment and is included on the list of 18 Regional Finalists, which will be put forward to the AABC National Panel for second tier consideration.

The Panel will review all Regional Finalists and consider them for a National AABC Civic Trust Award or Commendation. We will be notified on Thursday 14th December as to whether our scheme has been successful at the AABC National Panel stage and is one of the 2018 AABC Conservation Award winners, or whether it will remain as a Regional Finalist.

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

Please visit our website:

www.urbandesignandbuildingservices.co.uk
Office Based Point of Contact and Building Surveyor details for Schools:

<table>
<thead>
<tr>
<th>Community</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oldbury Learning Community</td>
<td>Lisa Nelson - 0121 569 4541, Gary Smith - 07798 616573</td>
</tr>
<tr>
<td>Tipton Learning Community</td>
<td>Dee Merrick - 0121 569 4664, Paul Hill - 07798 570057</td>
</tr>
<tr>
<td>Rowley Regis Learning Community</td>
<td>Paul Oliver - 0121 569 4527, Paul Hill - 07798 570057</td>
</tr>
<tr>
<td>Wednesbury Learning Community</td>
<td>Libby Baker - 0121 569 4514, Paul Hill - 07798 570057</td>
</tr>
<tr>
<td>West Brom Central &amp; North Learning Communities</td>
<td>Gail Tranter - 0121 569 4630, Gary Smith - 07798 616573</td>
</tr>
<tr>
<td>Smethwick Learning Community</td>
<td>Dee Merrick - 0121 569 4664, Gary Smith - 07798 616573</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Customers</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>PMA Customers:</td>
<td>Lisa Nelson - 0121 569 4541, Gail Tranter - 0121 569 4630, Libby Baker - 0121 569 4514</td>
</tr>
<tr>
<td>Design Customers:</td>
<td>Paul Oliver - 0121 569 4527, Dee Merrick - 0121 569 4664</td>
</tr>
</tbody>
</table>

Emergency Repairs

Please call the **SPC Helpdesk** on: 0121 569 4539 (between 8am-5pm Mondays to Fridays).

For **Out of Hours** emergency repairs call: 07500 997717 (between 5pm-8am Mondays-Fridays, weekends and bank holidays).

Contact Details:

Email address for all compliments, complaints, feedback about Urban Design & Building Services and Sandwell Property Care:

UDBS_customercontact@sandwell.gov.uk