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 21st December 2018**
Normal Working Day

**Saturday 22nd December**
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

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

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

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

**Wednesday 26th 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 27th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Friday 28th December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

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

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

Monday 31st December
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Tuesday 1st January 2019
SPC Helpdesk Closed
Emergency out of hours - 07500 997717
Lift Repairs out of hours - 01384 633115

Wednesday 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.
New Sub-Contractors
We have been informed by our Partners of new sub-contractors they are now using and who may well be contacting you direct.

Dodd Group:
PTSG Premier Technical Services Group PLC - Electrical Installation Condition Report testing works.

Graham:
Mitie Painting - painting contractor on reactive and minor works jobs.

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

Change to Asbestos Team
Please be advised that Paul Walters is no longer part of the Asbestos Team and should not be contacted about asbestos issues within the School Repair and Property Maintenance accounts.
Paul is now working on Special Projects within the Urban Design Team.
All enquiries regarding asbestos should be directed to Andrew Mortimer on mobile: 07791 700148, tel: 0121 569 4539, email: Andrew_mortimer@sandwell.gov.uk

Signing In/Out on Site
It has been brought to our attention that operatives are not always asked to sign in and out when attending site.
Could you please ensure that the visitors’ book/signing in/out sheets are always completed when operatives are on site.

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

Logging of a Job
Can you please ensure that if the status of a logged job changes, i.e. you no longer require a repair to be carried out, can you advise the SPC helpdesk as a matter of urgency so that resources can be diverted and an abortive cost can be avoided.

New Site Managers/Business Managers
If your school has recently appointed a new Site Manager or Business Manager, could you please call or email your point of contact and let them know so that we can keep our contact details up-to-date.
Also, if they are new to our systems it might be useful for an appointment to be made for an Atrium web portal demonstration by Mandy O’Rourke. Please ask your point of contact to arrange a suitable time for you.

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:

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

Tipton Learning Community
Dee Merrick
0121 569 4664
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

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

Smethwick Learning Community
Dee Merrick
0121 569 4664
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
Dee Merrick - 0121 569 4664

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

UDBS_customercontact@sandwell.gov.uk