

Defect Emergency Reporting

Winvic Construction Ltd have partnered with Healthy Estates Facilities Management (HEFM) for Defect Notifications

This number is for Defects only

0333 996 0888

Please note this number is not for Maintenance Emergencies

In the event of an emergency **Defect**, as a duty of care it is the Building Facilitator responsibility to manage the risk and make safe all areas to prevent harm / damage.

Please ensure you have all the facts, details and any relevant photos, before calling the emergency number. Failure to provide this information will prevent the out of hours operator appointing a contractor and rejecting the call.

Call out charges will be incurred for a non-defect reports.

CALL BEFORE LOGGING ON FIXFLO this will enable HE-FM to arrange a quick response to the Defect. Following the call please log onto FixFlo the next working day, to include relevant photos and videos. If the defect is not logged on Fixflo we are unable to update progress.

Please note: HEFM reserve the right to terminate the call when the out of hours team receive disrespectful language or attitude from the caller.



Defect Emergency Definition

A **defect** is an installation that is not performing, as per the specification, design or install after Practical Completion.

A **defect** is a problem that affects the performance or quality of a product or system. It can cause the product to malfunction or not meet its intended purpose.

EMERGENCY

(In the event of an emergency Defect, as a duty of care it is the Building Facilitator responsibility to manage the risk and make safe all areas to prevent harm / damage.)

- Defect that is a threat to Health and Safety of resident / customer and visitors or could cause significant and serious damage to the building.
- Major mechanical flood that cannot be isolated.
- Gas leaks
- Unsafe power, lighting, electrical fitting (where there is immediate danger)
- Security of the property I.e.: windows at ground floor, main external doors not locking.
- Total loss of power to all heating, water, severely restrict occupation.
- Blocked or leaking foul drains (Main Sewer or soil stack) only within the first 2 months from Practical Completion.
- Total loss of electrical supply/major fault with electricity supply (excluding network failure).
- Dangerous manhole covers. Make Safe Only
- Floors or staircases in dangerous condition i.e. loose or detached banister or handrail. Make Safe Only
- Loose or displaced materials e.g. brickwork, paving and steps or items reasonably deemed to be an immediate hazard to life, or which could cause damage to the property. Make Safe Only
- Lift failure / entrapment: call lift company direct.