



ONCHAN DISTRICT COMMISSIONERS

INFORMATION FOR TENANTS

Coronavirus (Covid-19)

Repairs and Maintenance - Information for Tenants

14 May 2020

In accordance with the Chief Minister's instruction, our Contractors are now permitted to attend work following social distancing guidelines and strict risk assessments. However we are still only undertaking emergency repair and statutory compliance works within domestic and commercial properties. We will consider external works and Occupational therapy requests to properties subject to risk assessments and method statements having a low enough risk and it is safe to do so.

The following will currently be classified as emergency repairs:

- No electricity
- Gas leak
- No cold, clean drinking water or dirty water coming up through plug holes or toilets
- A severe leak and/or burst pipe
- Any leak that is affecting the electrics
- An unsafe electrical fitting that is sparking or smoking
- No heating
- No hot water
- Carbon monoxide alarm sounding
- Other maintenance issues causing a risk to the tenants or the property
- Sewage leak
- Property security

Please note that we will now be asking you a set of pre-screening questions before starting any works and before entering your home.

All property inspections and non-essential visits have been postponed until further notice .

Gas Safety Checks

As landlords have a legal duty to repair and maintain gas pipework, flues and appliances gas safety checks should be continued until the government changes their guidance. Where possible we are working to bring forward these checks but appreciate that this may be difficult at this time due to access.

Fire Alarm Systems Maintenance

As landlords have a legal duty to carry out regular checks and tests to Fire detection equipment, Weekly and Annual Fire alarm testing should be continued until the government changes their guidance. If Access is required to your flat we will contact you before, should you wish to discuss this further please contact this office.

Our phone lines and email accounts will continue to be monitored in the usual manner. Telephone: 01624 624967 email: surveyors@onchan.org.im

These are unprecedented times in our lives, which we are all going through together and the Authority will continue to support the Islands emergency requirements.