



the lifestyle choice

CORONAVIRUS UPDATE 26.03.2020

Further to the Prime Ministers update on Monday evening I can confirm that we will only be carrying out critical and emergency repairs whilst the country is practising social distancing, as per our service level agreement below:

PRIORITY	DEFINITION AND CONTENT
Critical repairs: within 4 hours (priority P1)	To avoid immediate danger to the Property e.g. including but not limited to structural wall damaged or insecure ceiling or water in contact with electrics.
Emergency repairs: within 24 hours (priority P2)	To avoid potential further danger to the Property and inconvenience, e.g. including but not limited to complete failure of heating and hot water during the winter months, failure of lighting or electrical sockets, burst pipes, major leaks ceiling collapse.

REPAIRS AND REPORTING

Precautions regarding repairs are in place as per our previous update which is available on our website for your reference <https://www.reddoorventures.co.uk/news/2020/coronavirus-update>.

Please continue to report repairs in the usual way as phones are diverted to our mobiles whilst we work from home.

OUT OF HOURS

Our out of hours provider is also operational – should you have a critical/emergency repair outside of the hours of 9am to 5pm please call them on 02030 068 333.
