

## Out of hours call-outs

The out of hours call-out services is designed to deal with emergencies and make the school safe. It is designed to be used for those things which simply cannot wait until early the next working day.

The TPM office is staffed from 8 am - 5 pm Monday to Friday. Outside those hours you can leave a message or send an email which will be actioned immediately the office reopens.

If you need an emergency repair after 5pm you should ring the out of hour's number and they will arrange a suitable contractor. Their brief is to make the school safe and then report the issue to TPM at the earliest opportunity on the next working day. TPM will then decide on how best to arrange any further work should it be required. If the issue relates to a specialist area like electric shutters/gates we will ask the contractor who carries out the service in this area to attend. For general work, broken windows etc we will probably ask the contractor who was called out to carry out repairs, or if necessary quote for the work.

If an issue, other than a catastrophic failure like a flood or complete power failure, is identified after the site supervisor arrives to open up we would recommend you ring the TPM office and leave a message which will be actioned as soon as somebody arrives which is often well before 8am, rather than the out of hours number.

**Security and Fire Alarm issues** - these can only be dealt with by the provider who will have engineer codes. Schools are provided with emergency numbers for their provider so they can contact them direct. The numbers should also be displayed on the control panels in the school. If you ring the out of hour's number all they will be able to do is ring the relevant provider.

**Boiler/heating issues** - these are best dealt with by the company who services your systems. Out of hours numbers are provided to schools for their boiler/heating contractors. If you ring the general out of hours number they will send out a firm of their choice and this may not solve the issue and could cost more. In our experience most emergency boiler issues are apparent first thing in the morning when the site supervisor arrives. We strongly recommend that you call your boiler servicing company direct as they will be able to get to you quickly to deal with the issue.

As well as sending schools details of the out of hours numbers for boilers and alarms these are available on the website [www.tpm4.com](http://www.tpm4.com)