

## Case Study

### Initial Response

#### The situation

Our tenant called up on a Friday night saying the freezer and oven weren't working. They were in a panic as they had lots of food in the freezer and no microwave etc for cooking.

#### What they needed

They wanted us to send out someone on an emergency call out.

#### What we did

As the landlord is a fully managed client he has the benefits of our 24/7 Initial Response Telephone Service as part of his management fee. The tenant therefore has direct access to this service and they were able to talk through the issue over the phone. Our Initial Response Team were able to diagnose the issue and get the tenant to try a few simple fixes themselves. It transpired that the issue was down to a fault on one electrical circuit in the kitchen and thus by advising the tenants to run an extension lead from the sitting room area to the freezer and oven, power was resumed.

#### Result

The result was a happy tenant who was much relieved and no emergency call out costs for the landlord. The electrics still had to be fixed but this could be done in normal working hours at a lower cost. Also because of the work done over the phone we were able to give the electrician a clear indication of possible issue, which meant the issue, was fixed quickly and within the first hours call out. Although no landlord welcomes bills, they prefer small bills over costly ones and the landlord realised that we had provided a valuable service that ultimately saved him money.