

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY K.G. PAMPLIN OF ST. SAVIOUR
ANSWER TO BE TABLED ON TUESDAY 29th JANUARY 2019**

Question

Will the Minister, as shareholder representative, request from Andium Homes a statement of how many times in 2018 the company was called to assist with residents' emergency problems in their dwellings?

Answer

In response to the question, the following information has been provided by Andium Homes:-

During normal working hours all maintenance calls received by Andium Homes are routed to contractors and prioritised according to urgency. Andium Homes has extended contractor normal operating hours to include 9am to 1pm on Saturdays. Outside of these extended operating hours Andium Homes maintains a 24/7 Emergency Maintenance Service to assist clients with emergencies in their homes.

Emergencies include fires, floods and leaks, blocked drains, electrical failures, a lack of water or any other issue which has potential to cause harm or affect health. Where requests made are not deemed to be an emergency, they will be referred to a contractor on the next working day.

The emergency service is manned by an experienced Andium Homes employee supported by retained contractors from the Company's approved contractor list.

During 2018 the Andium Homes Emergency Service received 780 requests for assistance from clients or from agencies such as the Police, Ambulance and Fire Services, acting on behalf of clients. In addition, a small number of requests were received direct by the Lift Engineers Alarm Centre direct from clients. These statistics equate to just over 2 emergency calls per day across the 4,500 homes owned by Andium Homes.