



# EMERGENCY! OUT-OF-HOURS OR IN-HOURS

Helplines for tenants proven  
to save money too!

**Getting repairs services right is important. It is after all a key factor in boosting tenant satisfaction**

## The challenge

Some 60% of calls from tenants about repair work are made out-of-hours. That is exactly when contractors charge premium rates and have fewer staff. This is where SitexOrbis can help and save money.

## The SitexOrbis helpline solution

For tenants dialling our helplines, the experience is just like calling their landlord, right from the greeting they receive.

The helplines are open 24/7 or on an out-of-hours basis by seamlessly switching across from a landlord's daytime service. They are also accessible to diverse communities through compatibility with Language Line and Type Talk.

## Professional and cost-effective

### > Seamless

Bespoke software enables operators to proceed just as if the landlord were responding

### > Saves on unnecessary callouts

The use of landlords' protocols and a common sense approach filters out non-emergency work

### > Finds the right warranty

Powerful databases inform operators about which warranties apply and which contractors to call

### > Provides real-time reports

Internet reports keep landlords informed

*"We are able to provide a seamless service 24 hours a day through SitexOrbis...There are many advantages and no disadvantages."*

A SitexOrbis helpline user for many years



# Our 24/7 services

## Physical Security

- Sitex steel / Polymer screens
- Masterguard keyless door
- Security doors
- Emergency boarding
- Meter box / letter box covers
- Fencing and bollards
- Mobile site security patrols
- Risk assessments
- Bespoke security solutions
- eMAKS (electronically Managed Access Key Systems) **NEW SERVICE**
- Communal access doors

## Monitored Alarms

- Temporary radio and GSM wireless intruder alarms
- Videofied alarm with visual verification **NEW SERVICE**
- 24/7 alarm monitoring and reporting
- Nationwide emergency response
- Battery powered up to 9 months battery life
- Sequential verification to reduce false alarms
- Alarm peripherals – PIRs, boiler tamper, smoke detectors, loop guard, water detectors, vibration sensors and sirens
- Remote access to arm/disarm

## Regeneration

- Pre-demolition security steel screens 'Permascreen'
- Kitchen and bathroom strip outs
- Disconnection of services
- Removal of gas bottles and other dangerous goods
- Hazardous material disposal
- Demolition or repair work
- Property inspection
- Rubbish clearance, white goods removal

## Clean & Clear

- Internal and external cleaning and clearance
- Specialist cleaning (e.g. body fluids and human waste removal)
- Removal of hazardous materials
- Drug den cleaning, needle sweeps
- Pest control and disinfection
- Fly-tipping and bulk waste removal
- Graffiti removal
- Landscaping work
- Licensed waste carrier
- Garden clearance and tidy
- Communal area cleaning
- Infection Control **NEW SERVICE**
- Mould Eradication **NEW SERVICE**

## 24/7 Response Centre

### 24/7 Call Handling and Resolution

- Bespoke repairs and maintenance service
- ASB support with live web reporting
- Accident and incident reporting
- Void property facilities management

### 24/7 Intelligent Alarm Monitoring

- LoneWorker Protection
- Social and welfare alarm monitoring
- CCTV monitoring
- Hosted access control
- Intruder alarm

**One call, does it all...**

**08000 830 850**

24/7 RESPONSE CENTRE

Email [info@sitexorbis.com](mailto:info@sitexorbis.com)

Web [www.sitexorbis.com](http://www.sitexorbis.com)



For bespoke services visit [www.sitexorbis.com](http://www.sitexorbis.com)