

Emergency Call Out Procedure – Community Leased and Licenced Buildings



Date of Procedure Document – 16 October 2018

Emergency Call Out Procedure

- **For all emergency call outs, please contact 9257 9999 (24hrs/ 7 days per week)**
 - **During standard business hours 8:30am to 5:00pm, Monday to Friday (excluding Public Holidays)** – City’s Customer Services team will direct your call to the appropriate City department.
 - **Outside standard business hours (including Public Holidays and weekends)** - all calls are switched through to a Call Centre who will direct the request to the appropriate City ‘on call’ person. The ‘on call’ person will decide what action is required from the City’s perspective, including arranging to make the premises secure/safe pending a decision on longer term works and lodgment of a buildings insurance claim and make contact with the Community Group.
- **Community Group actions.**
 - The Community Group is required to attend the premises to provide access to the Police, the City and contractors.
 - The Community Group is to take photos of the damage (required for insurance claim purposes), report to the Police and allow access to the Police Forensics, providing the Police Incident Report (PIR) number, details of the damage to the premises and photos to the City (by email to the City main records and the Property Services Team – enquiries@kalamunda.wa.gov.au, Felicity.Peter@kalamunda.wa.gov.au, and Jacqueline.Foley@kalamunda.wa.gov.au).

Emergency callout occurrences

Emergency callouts mostly arise from an event that has left the building security or safety compromised, necessitating such things as emergency boarding up, plumbing and electricity works, works to prevent further damage e.g. storm damage to a roof to prevent water damage. In terms of the lease agreement, an emergency callout to the City is necessary when there are toilet or drain blockages as the City’s plumbing contractors must be authorized by the City to attend to determine and report on the reason for the blockage.

Security alarm alert

While a security alarm alert may result in an emergency callout, the Community Group is responsible for responding to the initial security alarm alert, assessing the position, securing the premises (if possible) and reporting to the Police and the City. Where it is not possible for the Community Group to secure or make safe the premises, the Group may seek an emergency callout by the City.