

# The Organization of Emergency and Dispatching Servicing of an Apartment House

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**Abstract:** *Under modern conditions of economic development, every manufacturing enterprise should establish fail-safety production, the teamwork of workshops, implementation of plans and forecasts to achieve the maximal effect and earn the maximal profit. A violation of the normal view of a production process can be possible in any, even well-organized enterprise. This results in the need for overcoming these deviations and continuously bringing the production into a state corresponding to the planned schedule. The possibility of the quick and effective overcoming of deviations from the normal production progress mainly depends on the promptitude of the information on the production state as well as on the production centralization and management.*

**Index** Maintenance, Dispatching servicing, servicing, apartment house.

## I. INTRODUCTION

The dispatching system is a modern system of prompt adjustment of production that combines these features. Consequently, the studying of the organization of the dispatching service is currently relevant. [3]

The purpose of the research is the organization of emergency and dispatching servicing (EDS) of an apartment house.

The object of the research is the management system of the emergency and dispatching service of Tekhnologiya LLC.

The subject of the research is the process of the organization of emergency and dispatching servicing of an apartment house.

Consideration of addressing the problems of the organization of emergency and dispatching servicing of an apartment house by the Tekhnologiya LLC organization of Dzerzhinsk city. [4]

The perfect housing and utilities infrastructure is literally "invisible" for inhabitants. The ultimate objective and the only noticeable result in these activities are creating comfortable, safe conditions for people's living and ensuring the smooth functioning of the infrastructure. The fact that the topic of the outrageous situation in the housing and public utilities is always in the picture not only in mass media but is

discussed on a higher federal level indicates that this field is in a crisis condition and it should be addressed. [5], [6], [7], [8].

## II. THEORETICAL BASES

The main problems in the housing and public utilities:

- Rates. The most urgent topic for the majority of the population. Housing and utility charges are high and constantly raise, becoming a tangible expense item for the average inhabitant and an intolerable burden for the poor category of citizens. The amount of payment for accommodation usage many times exceeds the actual expenses for its maintenance. There's no practice for establishing individual rates for each house.

- Quality and scope of services. The overwhelming majority of citizens are dissatisfied with the quality of provided housing and public utilities services and believe that is doesn't correspond to the cost. One of the causes is the worn-out state of housing facilities and lack of capacities.

- The lack of supervision of the enterprises of housing and utility branch. The government in Russia doesn't monitor the activity of housing and utility organizations and the quality of services they provide to the population. There are no leverages for these organizations: liability for non-fulfillment of obligations under housing and public utilities service agreements is not established.

- Wear of housing facilities. As of 2018 according to the data of the government of the Russian Federation, over 8000 thousand of people are living in failing accommodations. The terrible data. The people living in failing accommodations endanger their lives every minute.

The specialists of legal, economic area offered practical and theoretical decision options for a successful solution to the problems in housing and public utilities.

They differ in details but virtually very similar. The key ways of addressing the problems in housing and public utilities: State supervision. It's impossible to overestimate the State's role in the transformation of the housing and public utilities system. It's necessary: to review the rate-setting system – maximal simplicity and population focus; establishment of legal liability for unfair activity of housing and public utilities organizations, participation in corrupt schemes, creating of fictitious housing cooperatives, etc.; instituting control over the quality of the services provided to the population; liquidation of monopolies on the market of housing and public utilities organizations, creating and support of competitive environment.

The modernization of the communal infrastructures.

The complete the renewal of

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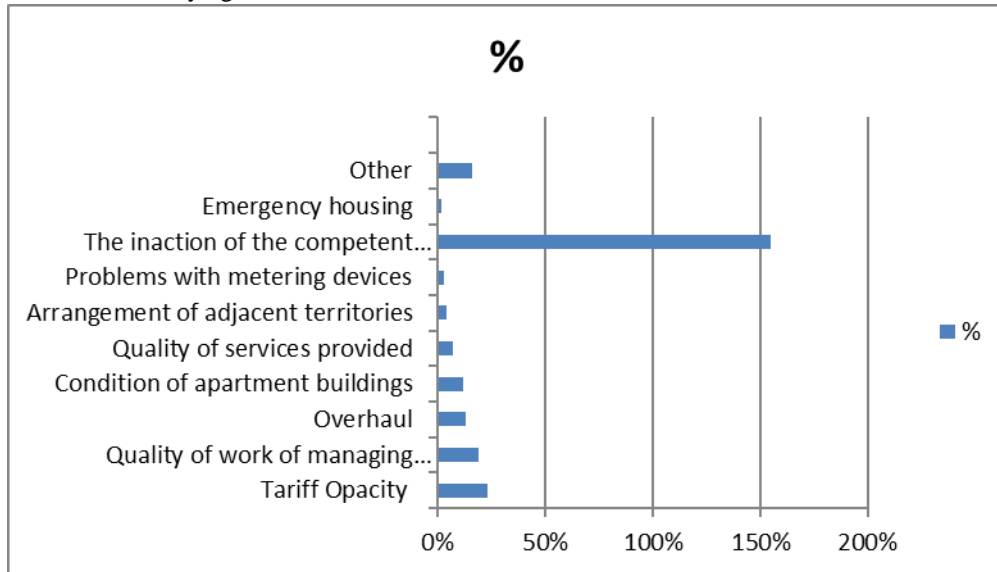
communication systems will increase the effectiveness of work. To decrease energy losses it's necessary to establish the energy saving system in apartment houses and upgrade metering devices. New, more powerful sources will be able to satisfy the increasing demands of the population in energy products. Their development will pay off less than in five years – an appealing project for investments. [9], [2]

Creating new housing facilities. The building of new houses is necessary to resettle slum and failing dwellings. In regions, where state financing is not sufficient, provision of subsidies, aids or allowances for citizens whose dwelling is considered failing is possible in order to help them to rent a dwelling. Public supervision. Establishing public organizations to monitor the carrying out of master overhaul,

appraisal of quality and cost of work, requesting specific services (expansion of the parking lot, children's playgrounds, planting, etc.). [10], [1].

## III. ANALYSIS AND DISCUSSION

According to the conducted rating concerning housing and utilities infrastructure issues, Diagram 1, it can be concluded: rate non-transparency 23%, the quality of managing organizations' works 19%, master overhaul 13%, the condition of apartment houses 12%, the quality of provided services 7%, improvement of surrounding area 4%, problems with metering devices 3%, authorized bodies' failure to act 1,5%, slum dwellings 1,8%, others 16%.



**Figure 1- The rating of issues in housing and utilities infrastructure**

Thus, there are actually a lot of serious problems in the area of housing services in housing and public utilities and solution approaches will be always found. Carrying out of tough sweeping reforms in this area by the State and their consistent implementation under continuous public control can change the dynamics in a positive sense. Currently, the increased number of requests in the heating season, which results in the increase in the time of request taking and handling, is the main problem of the existing system of the organization of EDS work. This problem has a negative impact on the promptitude of work execution.

Moreover, existing analogues require significant resource expenses and do not implement the methods, which can influence the increase in the promptitude of EDS work.

Thus, the major contradiction between practice requirements and theory state is the contradiction between an increase in the number of requests in the heating season and consequently an increase in trouble-shooting time and the absence of methods to increase the promptitude of the works.

Carrying out the research of the organization of emergency and dispatching servicing of apartment houses by Tekhnologiya LLC, it should be mentioned that emergency services are a part of the management structure of the organization, they're emergency service dispatchers.

A district dispatcher belongs to the category of specialists,

hired and fired according to the general manager's order.

A person with a degree and work experience in the housing and utilities sector no less than 1 year is promoted to the position of dispatcher [9].

Over 2017-2018 the Tekhnologiya LLC organization executed a number of emergency works of emergency servicing of the housing and utilities of apartment houses of Dzerzhinsk city.

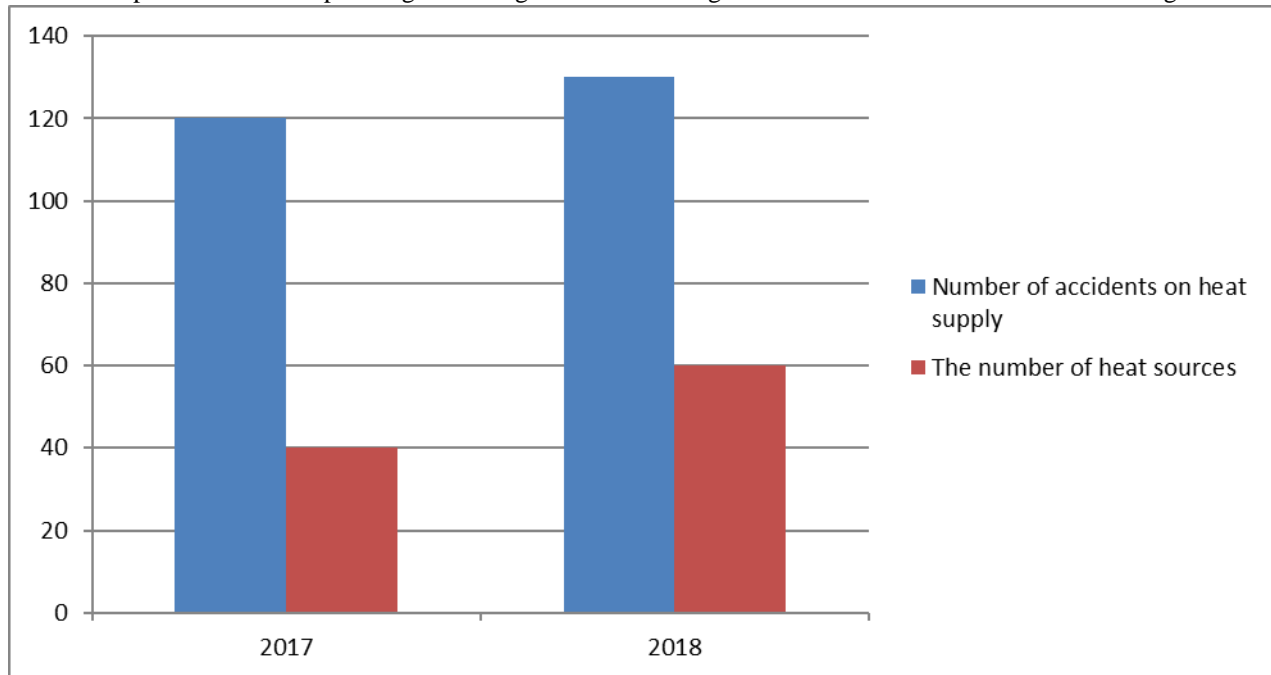
- Repair of faulty sections of MEP systems (cold water supply, hot water supply);
- Opening and closing block valves when carrying out emergency works;
- Installation of bands on the pipeline;
- Temporary embedding holes and cracks on interconnecting piping and risers (installation of collar);
- Localization of plumbing fittings leaking in crawlways, basements, premises of heat distribution units, boiler rooms.
- Repair of faulty sections of MEP systems (central heating)
- Opening and closing block valves when carrying out emergency works;
- Installation of bands on the pipeline;
- Liquidation of leaks by sealing pipe joints, fixings and fittings.
- Liquidation of air locks in risers and radiators when

they have air dischargers.

- Turning off radiators in case of a leak;
- Sealing of pipe nipples;
- Stuffing-box adjustment and packing.

Carried out works for emergency servicing of an apartment house often depend on the dispatching servicing of an

organization. It should be noted that an emergency service request might get to other organization of Dzerzhinsk city. Tekhnologiya LLC is mainly engaged in emergency works related to MEP of heating and water supply systems. The carried out analysis of the emergency work activities of the organization over 2017-2018 is showed in Figure 2.

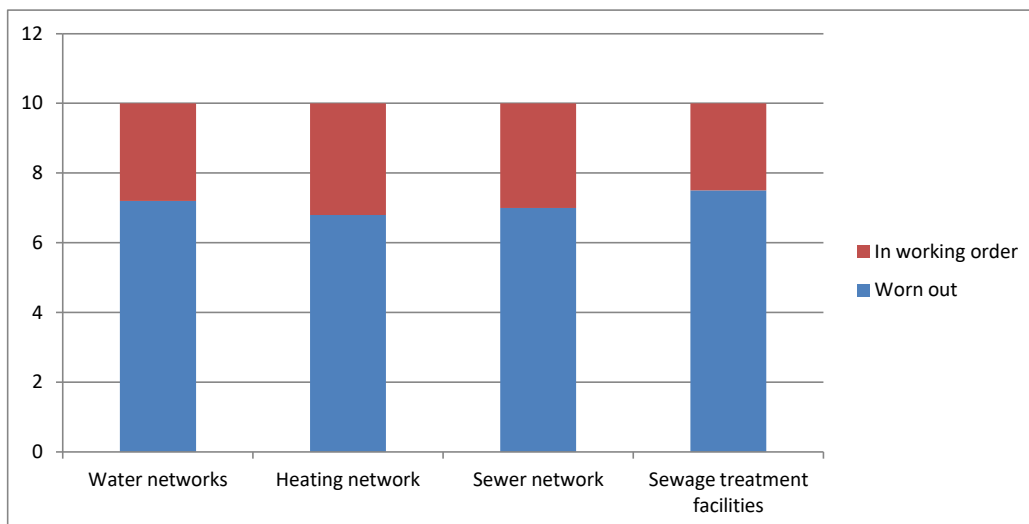


**Figure 2 The analysis of the emergency work activities of the Tekhnologiya LLC organization**

According to the diagram data, we see that the number of emergencies in apartment houses increases, the number of MEP sources is also rising. These indicators testify that apartment houses are serviced by housing cooperatives, management companies and housing and public utilities poorly:

- inspection is carried out untimely;
- equipment installation of poor quality;
- MEP useful life expired;
- etc.

The analysis of the state of the housing and utilities economy of Dzerzhinsk city as of today is showed in Figure 3.



**Figure 3. The level of wear of facilities of the communal infrastructure of apartment blocks of Dzerzhinsk city.**

Organization of emergency and dispatching servicing  
The organization should organize emergency and dispatching servicing of the apartment house, including the conclusion of

services and work  
agreements with an  
organization carrying out

emergency and dispatching service activities (RF Government Ordinance Art. 9 as of 05/15/2013 No.416), including:

- emergency and dispatching service's everyday monitoring of house MEP systems of apartment blocks, for this purpose a special control log is maintained (RF Government Ordinance Art. 10 as of 05/15/2013 No.416);
- records of premises owners' and users' requests on the repair of failure and damages of house MEP, requests are recorded in the dispatching log (RF Government Ordinance Art. 10 as of 05/15/2013 No.416);
- processing of owners' and users' requests on the repair of failure and damages of house MEP, the results are executed in acceptance certificates (RF Government Ordinance Art. 10 as of 05/15/2013 No.416);
- adoption of prompt measures for ensuring the safety of citizens in case of emergency situations or their threat, the results are executed in acceptance certificates (RF Government Ordinance Art. 10 as of 05/15/2013 No.416);
- management company's affording free access of the emergency and dispatching service's employees to the common premises of the apartment house and other objects designed for maintenance, operation and improvement of the apartment house (RF Government Ordinance Art. 16 as of 05/15/2013 No.416).

Emergency and dispatching service should:

- promptly eliminate the blocks of house MEP systems of water disposal and garbage chutes inside the apartment house (RF Government Ordinance Art. 13 as of 05/15/2013 No.416);
- eliminate emergency damages of house MEP systems of cold and hot water supply, water disposal and house heating systems and power supply system's independently or with the assistance of emergency services of the corresponding resource-supplying organization, the results of works should be reflected in acceptance certificates (RF Government Ordinance Art. 13 as of 05/15/2013 No.416);
- transfer the information on the arrival of emergency or house MEP systems damage signals to the emergency services of the corresponding resource-supplying organization (RF Government Ordinance Art. 14 as of 05/15/2013 No.416);
- monitor everyday (routine) performance of house MEP systems of the apartment house, the results are reflected in the control log (RF Government Ordinance Art. 10 as of 05/15/2013 No.416);
- receive and process premises owners' and users' requests when addressing directly, including via telephone communication as well as using direct communication via intercom equipment installed in apartment house's entrance and elevator cabs or other possible communications facilities, all requests should be recorded in the dispatching log or the automated request accounting system (RF Government Ordinance Art. 17 as of 05/15/2013 No.416);
- record premises owners' and users' requests on the elimination of failures and damages of house MEP systems in the dispatching log;
- process the requests of the owners of premises in the apartment house, the results are executed in acceptance certificates;

- adopt timely measures of premises' owners and users on the elimination of failures and damages;
- maintain the control of gas accumulation in crawlways and collecting drains using the dispatching system;
- provide two-way loudspeaker communications with elevator passengers (RF Government Ordinance Art. 11 as of 05/15/2013 No.416);
- maintain logs, which reflect data received as a result of continuous monitoring of MEP equipment operation (RF Government Ordinance Art. 12 as of 05/15/2013 No.416).

### I. CONCLUSION

Thus, based on the carried out analysis of the activity of the emergency service it can be concluded that emergency risk increases due to poor-quality servicing of apartment houses by managing companies.

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