



PROPERTY & FACILITY MANAGER PROTOCOL

Plumbing Emergency Response Protocol

Incident classification, escalation chains, tenant communication, and documentation, built before the emergency, not during one.



Incident Classification

Not every plumbing issue warrants the same response speed. A consistent three-tier classification, applied by whoever takes the first report, is what makes the rest of this protocol work.

CRITICAL

Same-hour response

Active water flow that can't be locally isolated, water near electrical systems, or any ceiling showing structural risk

URGENT

Same-day response

Isolated but unresolved leak, total loss of water or hot water to a unit, sewage backup

ROUTINE

Standard scheduled visit

Slow drain, dripping tap, minor fixture issue with no active water damage risk

Print this and keep it wherever incoming maintenance requests are logged, security desk, leasing office, on-call phone.

The Escalation Chain

1. First responder logs the incident and applies the tier classification
2. Critical and urgent incidents go directly to the on-call plumber or AMC vendor, don't wait for sign-off
3. Property manager notified in parallel, not sequentially, for critical incidents
4. Building facilities or security looped in immediately if shared infrastructure is affected
5. Insurance notified within your policy's specified timeframe, confirm this in advance

Test the chain before you need it: confirm every number in the escalation chain quarterly, the same cadence as your maintenance calendar.



Tenant & Occupant Communication

- Acknowledge within 15 minutes of a critical or urgent report, even just confirming receipt and dispatch
- Give a realistic window, not an optimistic one, a missed estimate damages trust more than an accurate longer one
- Follow up once resolved, confirming what was done and any scheduled follow-up work
- For multi-unit incidents, one building-wide notice prevents a dozen separate calls with the same question

Documentation for Insurance and RDC Claims

Every incident should generate a record: what was reported, when, tier applied, who was dispatched, what was found and repaired. Under Article 16 of Law No. 26 of 2007, a landlord's maintenance responsibility is well established, and a complete incident history is a materially stronger position if ever disputed at the Rental Disputes Centre. Photograph the source and extent of damage before cleanup, this should be standing instruction, not an afterthought. Insurance claims add their own requirements on top of this, covered in our separate Water Damage Insurance guide.

Coordinating With Your AMC Vendor

Build the vendor's emergency contact directly into the escalation chain, not a separate document nobody checks under pressure. If your AMC covers multiple properties, confirm whether the vendor can run simultaneous incidents across your portfolio.

Post-Incident Review

Question	Why it matters
Was the tier classification correct?	Miscalibration means either wasted urgency or dangerous delay next time
Was the escalation chain followed?	Going around it, even successfully, flags where the chain is too slow
Was the communication timeline met?	Tenant experience depends on this as much as the repair itself
Is there a systemic fix available?	An aging unit flagged now prevents the same incident repeating

Need an emergency response partner for your portfolio?

Quick Fix Dubai provides fixed-response-time emergency plumbing across Dubai. +971 55 209 9785 · admin@quickfixdubai.org

This protocol is a general operational framework based on common Dubai property management practice and Law No. 26 of 2007. It is not legal advice; confirm specific obligations against your own contracts and insurance policies.