

<b>Report No.</b> <b>Appendix:</b> <b>Agenda Item:</b>	<b>Council</b>  <b>Date of Meeting: 8<sup>th</sup> March 2023</b>
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<b>OAKHAM TOWN COUNCIL</b>
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<b>Report Author:</b> <b>Sally-Anne Wadsworth</b>	<b>Title: Chairman</b>
<b>Subject: Christmas lights call out</b>	
<b>Applicable Strategy:</b>	

**Background: The Christmas decorators are making a claim for call outs for lights that the problem was not the lights in fact.**

**Mill St East – The power stock on the front of the Angler was not fitted with any means of regulating so a new extra timer box was fitted. They were called out to nonfunctioning lights, but it appears that the power box also feeds a lamp post and the lights outside the Angler. Called out twice.**

**Gaol street – the lights were working intermittently. The timer was registering the wrong time. This was corrected twice and on the third visit fitted with a new timer. Subsequently it transpired that the timer was too big for the box, which meant it was not turning at the correct speed. On instructions from the council the timer was removed, and the lights left on. Called out twice.**

**Victoria Hall – The lights apparently failed twice. The timer had failed and a new one replaced. Called out twice.**

**Hudson’s cottage – The external ‘commando’ socket was hanging off the lamp post and the power unit on Efficient Portfolio required a new fuse. The Christmas decorators team turned up to assist with access to the equipment, but the electrician was unable to attend due to another call out. These lights stayed off due to not being able to replace the fuse. One call out.**

**Proposals:**

**Under the terms of their contract under schedule 2-**

**Unless agreed otherwise with the council the callout charge for issues not the responsibility of the contractor is £100 for the first hour plus £40 per subsequent hour per operative.**

**In line with the contract, the nominal charge for these call outs would be a minimum £1400 plus VAT.**

**Under the circumstances and because we were genuinely not aware that the problems were outside of their control, they are willing to settle the matter for £700 plus VAT.**

