**REPAIR TIMESCALES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Repair Description** | Emergency  Repair  (4 hours) | Urgent  Repairs (3 days) | Routine  Repair (10 days) | Exceptions |
| **Plumbing** |  |  |  |  |
| Dripping taps |  |  | \* |  |
| Leaking tap when used |  | \* |  |  |
| Blocked sink or basin | \* |  |  |  |
| Loose taps |  |  | \* |  |
| Replacement taps |  |  | \* |  |
| Blocked WC | \* |  |  | If no other WC |
| Blocked WC due to tenant negligence | \* |  |  | Chargeable  Repair |
| Leaking WC | \* |  |  |  |
| Replace flush handles | \* |  |  | If no other WC |
| Toilet difficult to flush |  | \* |  |  |
| Leaking overflow |  | \* |  | Depends on severity(4 hours) |
| **Joinery** |  |  |  |  |
| Gain access for tenant due to faulty lock | \* |  |  |  |
| Gain access due lost keys by tenant | \* |  |  | Chargeable  Repair |
| Renew faulty door lock if only means of security | \* |  |  |  |
| Renew faulty door lock if two forms of security on door |  | \* |  |  |
| Insecure door | \* |  |  |  |
| Renew internal door |  |  | \* |  |
| Replace door handles |  |  | \* |  |
| Timber skirting board |  |  | \* |  |
| Architrave and frames |  |  | \* |  |
| Loose floorboards |  | \* |  |  |

|  |  |  |  |  |
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| **Repair Description** | **Emergency**  **Repair (4 hours)** | **Urgent**  **Repairs (3 days)** | **Routine**  **Repair (10 days)** | **Exceptions** |
| **Electrical** |  |  |  |  |
| Faulty light fittings |  |  | \* |  |
| Faulty sockets |  |  | \* |  |
| Thermostats |  | \* |  |  |
| Aerial sockets |  |  | \* |  |
| No lighting single room |  |  | \* |  |
| No power | \* |  |  |  |
| Partial power loss |  | \* |  |  |
| Dangerous wires | \* |  |  |  |
| Faulty shower with bath |  |  | \* |  |
| Faulty shower no bath |  | \* |  |  |
| Smoke alarms |  | \* |  |  |
|  |  |  |  |  |
| **Communal areas** |  |  |  |  |
| Door entry system |  |  | \* |  |
| Loose handrail |  | \* |  |  |
| No TV reception |  |  | \* |  |
| Rotary driers/Washing poles |  |  | \* |  |
| Uneven path dangerous |  | \* |  |  |
| Uneven path not dangerous |  |  | \* |  |
|  |  |  |  |  |
| **Heating** |  |  |  |  |
| No heating/hot water | \* |  |  |  |
| No heating | \* |  |  |  |
| No hot water |  | \* |  |  |
| Radiator leaking |  | \* |  |  |
| **Repair Description** | **Emergency**  **Repair (4 hours)** | **Urgent**  **Repairs (3 days)** | **Routine**  **Repair (10 days)** | **Exceptions** |
|  |  |  |  |  |
| **Windows** |  |  |  |  |
| Broken glass | \* |  |  |  |
| Cracked glass |  | \* |  |  |
| Loose window |  | \* |  |  |
| Window won’t close |  | \* |  | \* 4 hours if ground level |
| Faulty handle |  |  | \* |  |
| Leaking window |  | \* |  |  |
| Broken window vent |  |  | \* |  |
|  |  |  |  |  |
| **Roofs** |  |  |  |  |
| Roof felt replacement |  |  | \* |  |
| Loose tiles |  | \* |  | \* 4 hours if immediate danger |
| **Make safe after storm** | \* |  |  |  |
| Rain penetration |  | \* |  |  |
| Major roof repair |  |  | \* | \*3 days If unsafe |
| Replace broken slates |  |  | \* | \*3 days If unsafe |
| Re bed ridge tiles |  |  | \* | \*3 days If unsafe |
| Flashings |  |  | \* |  |
|  |  |  |  |  |
| **Water** |  |  |  |  |
| No hot water |  | \* |  |  |
| No water to single tap |  | \* |  |  |
| Faulty stop tap |  | \* |  | \* 3 hours if it will not turn off |
|  |  |  |  |  |
| **External** |  |  |  |  |
| Damaged fencing |  |  | \* | \* 3 days if  dangerous |
| Renew fencing |  |  | \* |  |
| Damaged gate |  |  | \* |  |
| Loose paving not dangerous |  | \* |  |  |
| Trip hazards |  | \* |  | \* 4 hours if in main walkway |
| Pointing |  |  | \* |  |
| Guttering repairs |  |  | \* |  |