

REPAIRS

timescales.

>>> PRIORITY REPAIRS

Same day within hours or make safe on call

Smoke/Heat Alarms
(not working)

Total loss of power

Damaged or Unsafe
cable/live wire

Make safe to
electrics affected by
a leak

Total loss of water
supply

Uncontainable leak

Blocked W/C
(only one in
property)

Blocked main drain
(overflowing)

Board up
(doors/ground floor
windows)

Lock change/gain
entry
(residential /
communal access)

Make safe to
collapsed ceilings

Fire door repairs
(unable to use)

Dangerous chimney
stacks
(weather
dependant)

Roof tiles hanging
dangerously
(weather
dependant)

Guttering hanging
dangerously

Building structure
unsecure

Insecure
Fencing/Gates

Total/Partial loss of
gas supply

Carbon monoxide
alarm activations

Asbestos
removal/make safe

>> URGENT REPAIRS

0-3 working days response

Emergency lighting (not working)	Bathroom & Kitchen light repairs	Smoke alarms - intermittent sounding	Replace smoke alarms
Cooker socket repair/replace	Roof leaks (weather dependant)	Partial loss of power – socket or lighting circuit	Electric shower repairs (only form of washing)
Communal lighting repairs	No hot water	Tap repairs (unable to use/leak/running)	Partial loss of water supply
Methven shower repairs (only form of washing)	Containable leaks	Soil pipe leaking internally	w/c not flushing
	Dangerous stairs/ stair rail	Blocked drains (not affecting only w/c)	



> SCHEDULED REPAIRS

These jobs will be classed as scheduled repairs unless there is a significant health & safety risk or the problem is causing damage to the building

Roof/chimney
repairs

Concrete repairs
(paths/dying areas)

Pointing to
brickwork

Fencing and gates
(repair or
replacement)

Sign replacements

External door
replacement inc.
sheds

Door canopy repairs

Soffit and Facias

Replacement drain
cover

Make safe loose
drain cover

Washing line rotary
dryer repairs