



G36

Response Repairs Schedule

Version No.

Date of last version

Department: Property & Maintenance/Guidance

1

Jan 2023

All repairs are categorised into different response times. It is not possible to provide a definitive list of all the repairs falling into each of the categories but the following provides guidance that should cover many cases:

CLASSIFICATION	TIMESCALE	EXAMPLES OF TYPE OF REPAIR
<p><b>Emergency</b></p> <p>A repair can be defined as an emergency repair where there is a:</p> <ul style="list-style-type: none"> <li>○ danger to tenants' health</li> <li>○ risk to tenants' safety</li> <li>○ risk of serious damage to the building</li> <li>○ risk of serious damage to the tenants' property</li> <li>○ risk of loss of tenants' property, including by theft</li> </ul> <p>Our response aims to remove immediate danger to people, prevent serious damage to the property, make the property secure or restore essential services e.g. water, electricity.</p>	<p>Will be attended to as soon as possible <b>within 24 hours</b> depending on the severity of the problem.</p> <p>It is not always possible to arrange an appointment for these repairs as we/the contractor will aim to attend as soon as possible. We do expect that once an Emergency repair is reported you will stay in the property, if it is safe to do so, to allow access.</p> <p>We will, however, always endeavour to make you aware that the issue is in hand and that we/the contractor will be with you as soon as possible.</p>	<ul style="list-style-type: none"> <li>● Total loss of electric power or flood or fire</li> <li>● Unsafe power or lighting socket or electrical fitting</li> <li>● Total loss of water supply, burst pipe or tap that will not turn off or on</li> <li>● Blocked/overflowing or leaking foul drain soil stack or toilet pan (where no other working WC in the house)</li> <li>● Total or partial loss of gas supply</li> <li>● Blocked flue to open fire or boiler</li> <li>● Total/partial loss of space/water heating (1 Nov to 30 Apr)</li> <li>● Insecure external window, door or lock</li> <li>● Serious structural damage</li> <li>● Failure of a warden alarm/call system</li> </ul>
<p><b>Urgent</b></p> <p>A repair can be classified as urgent when the:</p> <ul style="list-style-type: none"> <li>○ tenants' comfort or convenience seriously affected</li> <li>○ disrepair will cause the occupant to incur expense or damage to the property</li> </ul> <p>Our response aims to remedy the inconvenience and prevent more damage to the property.</p>	<p>Will be attended to <b>within 5 working days</b> of reporting the repair.</p> <p>We/our contractor will always attempt to call ahead to make a mutually convenient appointment to attend.</p>	<ul style="list-style-type: none"> <li>● Partial loss of electric power (e.g. light, socket etc)</li> <li>● Partial loss of water supply or toilet not flushing (where there is no other working WC in the house)</li> <li>● Total/partial loss of space/water heating (1 May to 31 Oct)</li> <li>● Loose/detached/damaged stairs, banister or hand rail</li> <li>● Minor plumbing leaks or faults - blocked sinks, basins, etc.</li> <li>● Entry phone handset failure</li> </ul>
<p><b>Routine/Non-Urgent</b></p> <p>A repair can be defined as non urgent where it;</p> <ul style="list-style-type: none"> <li>○ does not fit into the above categories</li> <li>○ does not cause inconvenience or danger to occupants or the public</li> <li>○ can wait a short time before being dealt with</li> <li>○ can be batched with other repairs</li> <li>○ is not deemed to be part of our annual programme of maintenance</li> </ul>	<p>Will be attended to <b>within 21 working days</b> of reporting the repair depending on the level of work required.</p> <p>We/our contractor will always attempt to call ahead to make a mutually convenient appointment to attend.</p>	<ul style="list-style-type: none"> <li>● A faulty extractor fan</li> <li>● Dripping tap</li> <li>● Dripping overflow</li> <li>● Leaking rainwater pipe</li> <li>● Blocked gutters</li> <li>● A faulty shared TV aerial</li> <li>● Adjustment of internal/external doors</li> <li>● Repairs to kitchen units</li> <li>● Repairs to damaged plasterwork</li> </ul>