

Repairs Timescales

Emergency Repairs:

We aim to respond to emergency repairs and complete or make safe **within 24 hours**. An emergency is where action is required to remove a danger to the property, occupants or its visitors, or is a risk to the health of someone.

The following would be classed as emergency repairs:

- Full loss of power isolated to your property
- Unsafe lighting socket or electrical fitting
- Total loss of water supply
- Total or partial loss of gas supply
- Blocked flue to open fire or boiler
- Blocked or leaking foul drain, soil stack
- Toilet not flushing (when there is no other toilet at the dwelling)
- Insecure external window, door or lock
- Total loss of lighting
- Partial loss of power, but only when it is a danger to health and safety (essential equipment such as a stair lift or nebuliser)
- Internal leaking or burst pipes (only when the tenant cannot control the leak and there is a danger to the property and or belongings)
- Burst tanks or cylinders
- Locked out (may be chargeable)
- Blocked toilet (only if toilet inside property)
- Blocked sink, bath or wash hand basin (in multi-story blocks only)
- Blocked refuse chutes in multi-story blocks
- Loss of full heating (between 31st October - 1st May)
- Loss of water heating (between 31st October - 1st May)
- Gale damage, fire, flood or explosion

Urgent Repairs:

We will respond to urgent repairs **within 3 working days**. The following would be classed an urgent repair:

- Partial loss of electric power
- Partial loss of water
- Rotten timber flooring or stair tread.
- Door intercoms not working
- Extractor fans in kitchens or bathrooms (only when no window in the room is present)
- Leaking pipework or waste pipes
- Loss of water heating (between 30th April - 1st November)
- Leaking roofs

Priority Repairs

We will respond to priority repairs **within 25 working days**. These repairs include remedial work for Housing Health and Safety Rating System categories and housing disrepair.

Routine Repairs (Planned)

We will respond to large non-urgent repairs **within 90 working days**. These include:

- Privacy fencing – first panel from the property in rear garden.
- Renewal of guttering and down pipes
- Renewal of kitchen units and sinks
- Renewal of baths or complete suites
- Renewal of front or rear doors and/or frames
- Renewal of internal doors and/or frames

Repairs Timescales – Summary of Changes from Previous Version:

On timescales the following changes have been made.

Red are the new additional changes, blue are the changes to be removed.

Repair timescales

Emergency (High) 24 actual hours (not 1 working day)

Urgent (Medium) 3 Working days – No change

~~Non-urgent (Low)~~ Changed to **Priority repairs** – This will be remedial work from HHSRS and HDR – 25 working days

~~Planned – 40 Working Days~~ - Changed to **Routine** with 90 Days)

Emergency 24 hours

Previous version stated No electricity – changed to **Full loss of power isolated to your property.**

Previous version stated ‘No heating hot water -31st October to 1st May’ – changed to **Total loss of heating hot water between 31st October to 1st May**

Previous version stated ‘Burst pipe’ – changed to **Uncontrollable water leak.**

Previous version stated ‘Front and back door secure/also boarding up window or door’, replaced with **Property not secure.**

~~Leaking roof removed (it is stated in the rest of the handbook 7 working days)~~ – above change 3 - Uncontrollable water leak will pick this up

Previous version stated blocked drain, replaced with **Sewage overflowing into your property**

Urgent 3 working days

Removed the following:

- ~~Taps that cannot be turned – (picked up in uncontrollable water leak)~~
- ~~Glass replacement (where security is affected) (already picked up in 24 hours) property not secure~~

Low 25 working days – changed to ‘Priority repairs’

This will be remedial work from HHSRS and HDR

Planned (Large non urgent repairs) 40 Days - changed to ‘Routine’ with 90 Days

- Previous version stated - Privacy fencing – changed to **first panel from the property in rear garden**
- Previous version stated – Slabs – changed to **Path and slabs, 2 Meter wide from highway pavement to front door and 2 slab around the property**