**REPAIR TIMESCALES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Repair Description**  | EmergencyRepair (4 hours) | UrgentRepairs (3 days) | RoutineRepair (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  | \* |  |  |  ChargeableRepair |
| 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  | \* |  |  | ChargeableRepair |
| 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  |   |   | \*  |   |