

## **Repair Priorities**

### **Immediate repairs (will be carried out and made safe within 2 - 4 hours).**

Immediate repairs will be attended and made safe within 4 hrs but will only be offered in exceptional circumstances i.e.

- No heat or hot water where there is a real vulnerability;
- Escape of water e.g. major mains water leak;
- Total loss of power;
- Carbon monoxide detector sounding;
- Structural failing that could endanger life;
- Open manhole;
- Sewage spill/overflow- blocked sole W.C.;
- Security issues – i.e. insecure doors/window;
- Falling debris – i.e. roof tiles, guttering, trees, branches etc.

### **Emergency repairs (will be carried out and made safe within 24 hours).**

An emergency is defined as something which was unexpected and could cause danger to health, residents' safety, or serious damage and destruction to property.

Examples of emergency repairs are:

- Gas leak (National Grid. Call 0800 111 999 immediately)
- Burst pipe, flood or severe storm damage posing a health and safety risk
- Unsafe electrical fittings
- Breaches of security due to vandalism, racial attack or domestic violence
- Blocked main drains causing upsurge of waste water into wash-hand basin, bath, sink
- Total loss of heating for elderly or vulnerable\* residents during the period 1 October to 31 March
- Total loss of hot water for elderly or vulnerable\* residents;
- Failure of lift (where there is only one lift)
- Total failure of communal lighting
- Removal of offensive or discriminatory graffiti.

\* Vulnerable includes disabled residents, those with incapacitating illness, children under 1 year old.

### **Urgent repairs (will be completed within 5 working days).**

These will normally be repairs which materially affect residents' comfort and may be causing some damage to the building fabric. In certain circumstances these repairs could be treated as emergencies.

Examples of urgent repairs are:

- Minor plumbing leaks or defects;
- Blocked second toilet;
- Defective cistern or overflow (pouring not dripping);
- Total or partial loss of hot water/heating;

- Partial loss of electricity;
- Taps which cannot be turned off;
- Roof leaks;
- Faulty door entry systems;
- Trip hazards;
- Damage to stair treads or hand rails/banisters in communal area or for elderly/vulnerable\* residents.

**Routine repairs (will be completed within 20 working days).**

These will normally be repairs which are non-urgent and will include:

- Minor problems with toilets, baths, sinks;
- Doors or windows sticking;
- Plaster repairs;
- Brickwork.

If your home is less than 12 months old, you will still need to report the repair direct to the Hub who will contact the original developer, as they will be under contract to carry out the repairs under a property guarantee.

**Communal repairs**

Repairs to the communal areas where you live e.g. the block or estate, will be carried out as an emergency if they meet the emergency criteria, all other repairs will be completed within 22 working days.