

Priority schedule

Repairs are classed in different priorities. This lists them in order of importance for safety and security. Contractors will call within a designated time. Examples are:

Priority 1 – within 24 hours

- Total or partial loss of gas supply (if not the supplier's responsibility)
- Total loss of heating or hot water (November – April only)
- Total or partial loss of electrics
- Total or partial loss of water supply
- Leaking pipes or drains
- Blocked drain, toilet, sink, basin or bath
- Unsafe electrics
- Re-securing / making safe items if they are dangerous
- Repairs to communal door entry systems in blocks of flats

Priority 2 – within 5 working days

- Repairs to toilets, sinks, baths, basins or taps
- New toilet or basin
- Leaking roof
- Re-fixing of loose handrails, banisters, stair treads or floor boarding
- Clearing out or repair of gutters and downpipes
- Re-glazing (special glass and double glazing may take longer)

Priority 3 – within 10 working days

- Repairs to kitchen units
- New floor boards
- New cold water tank

Priority 4 – within 20 working days

- Repairs to walls and chimneys
- Outside door and window repairs
- Kitchen units repairs
- New sinks and baths

Priority 5 – within 40 working days

- New kitchen units/worktops
- New paths
- New gutters and downpipes