

## Repairs Priorities

### Priority 1 - emergency (within 24 Hours)

- Total or partial loss of gas supply (if not supplier's responsibility)
- Total loss of heating or hot water (November – April or for sheltered housing)
- Total or partial loss of electrics
- Total or partial loss of water
- Leaking pipes or drains
- Blocked drain, toilet, sink, basin or bath
- Unsafe electrics
- Re-securing/making safe items if they are dangerous, eg. timber floors, stairs, handrails, banisters or temporary repair to a leaking roof etc.
- Security risks, such as being unable to lock your front/back door or close ground floor windows
- Leaking pipe likely to cause extensive damage
- Kitchen unit repair where health and safety is an issue

**There may be other works considered an emergency and discretion will always need to be used.**

### Priority 2 Urgent (within 7 Days)

- Repairs to toilets, sinks, baths, basins or taps (other than those considered an emergency through escape of water which should be a priority 1 as above)
- New toilet or basin
- Roof repairs (possibly following an emergency temporary repair as a priority 1 above)
- Clearing gutters and/or downpipes where likely to cause more damage
- Door entry phone not working
- Mechanical extractor fan in internal kitchen or bathroom not working

**There may be other works considered Urgent and discretion will always need to be used.**

### Priority 3 Routine (within 28 days)

- Repairs to kitchen units (other than the emergency repair in priority 1 as above)
- Repairs to floor boards (unless dangerous and covered under priority 1 as above)

- New cold water storage tank
- Repairs to walls and chimneys
- Outside door and window repairs
- New sinks and baths
- New kitchen units/worktops
- New paths (unless reported as dangerous requiring more urgent attention)
- New gutters and downpipes

**There may be other works considered Routine and discretion will always need to be used.**

### **Planned (within 85 days)**

- Replacement Fencing
- Replacement doors and Windows
- Non Urgent external brick works
- Replacement Porches