

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
- Uncontainable water ingress from leaking pipes or faults in fabric of the building
- Blocked or unusable drain, toilet, sink, basin or bath where no other is available
- Unsafe electrics where there is a risk of shock (e.g. exposed wiring)
- Re-securing/making safe items if they are dangerous, e.g. timber floors, stairs, handrails, kitchen units 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
- Lack of smoke alarms (battery alarms can be provided as a short term measure)

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

Priority 2 - Urgent (within 7 Days)

- Containable water ingress from plumbing leak of due to the fabric of the building)
- 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
- Replacement shower (when there is no other means of washing, i.e. a bath)

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)

- Electrical remedial works (other than those causing an immediate risk, which should be a priority 1)
- Fencing repairs
- New cold water storage tank
- Repairs to walls and chimneys
- Outside door and window repairs (other than emergency repairs priority 1 section.)
- Repair or Replacement, sinks, baths, basins or taps (other than those considered an emergency)
- 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)

- Complete replacement of fencing
- Replacement doors & Windows
- Non Urgent external brick works
- Replacement Porches