

Repair Category & Target Completion Timescale	Repair examples
Emergency Repairs Within 24 hours of being reported	<ul style="list-style-type: none"> ✓ No heating or hot water in Winter; ✓ No heating or hot water any time of the year if you have a vulnerable person in your home – a young baby, or someone who is elderly or disabled ✓ No cold water. ✓ Burst, major leak, water penetration - If severe enough to fill a bucket overnight or is affecting the electrics ✓ Toilet – blocked or wont flush – if there is only one toilet in your home ✓ Bath/shower/wash hand basin/ kitchen sink – blocked/broken, or no water if essential due to medical condition of someone in the household ✓ Complete power failure; ✓ Power off in part of the home if it is a danger to health or safety because needed for essential equipment like a stair lift or medical equipment ✓ Electrical fitting smoking or scorching; ✓ Water leaking directly onto electrics. ✓ Communal lighting – whole block or floor ✓ Smoke alarms sounding ✓ Smoke alarm/CO alarm reported missing/faulty ✓ Blocked/broken drain – if sewage backing up, missing manhole cover ✓ Broken double glazing made safe and followed up by contractor within 40 days. ✓ Blocked refuse chute – in a multi-story block ✓ Damaged external door/lock/smashed window – if home insecure ✓ Locked out of home and forced entry required ✓ Faulty lifts
Urgent Repairs Within 5 working days of being reported	<ul style="list-style-type: none"> ✓ Repairs that are not classed as an emergency but will result in the loss of a basic facility, or cause further damage if not dealt with. For example: ✓ Part failure of electricity supply ✓ Loss of heating and/or hot water ✓ Overflows running ✓ Taps which cannot be turned on/off ✓ Minor leak ✓ Missing roof tiles only if leaking in ✓ Insecure window above the ground floor, if a security risk. ✓ Bathroom and kitchen door if can't be repaired ✓ Follow on boiler repair – parts required
Non-Urgent Repairs Within 20 working days of being reported	<p>Examples include:</p> <ul style="list-style-type: none"> ✓ Renew Internal doors max 2 if cant be repaired ✓ Mould treatments ✓ Patch plastering 2m2 ✓ Brick repairs up to 2m2 ✓ Floorboard 2m2 ✓ Baths ✓ Toilets ✓ Wash hand basin ✓ Shower repairs (no disability) or no bath ✓ Communal lights (Part loss of lighting) ✓ Intercom repairs ✓ Facility repairs ✓ All single trade repairs

<p>Major Repairs – Multi trade and specialist Within 40 working days of being reported</p>	<ul style="list-style-type: none"> ✓ Floor replacements ✓ Large plastering repairs ✓ Kitchen unit repairs ✓ Rock doors ✓ Large brickwork pointing jobs ✓ Drainage-soil stacks etc ✓ Gutters and rain water pipes ✓ Double glazing ✓ Specialist works eg solar panels, metal doors, gates ✓ Fencing ✓ FOW from Non-Urgent repairs ✓ All specialist repairs vinyl flooring, double glazing, radiators
<p>Pre-Inspections Within 10 days of being reported (included within the overall repair category completion timescale)</p>	<ul style="list-style-type: none"> ✓ Where the tenant is unable to fully explain the repair required and needs our assistance ✓ The responsibility for the repair lies with the tenant or it is unclear ✓ A previous repair has not solved the problem