

## **REPAIRS CATEGORIES Appendix 2**

### **24-Hours**

**Emergencies that pose a danger to the health and safety occupant or serious damage to the property**

- Plumbing repairs that cause flooding to the property
- Drain blockages when the property has one toilet facility
- Total loss of heating
- Electric fault causing total loss of electricity
- Broken window / glass (safety)
- Unsecured property
- Damaged electrical fitting that have exposed wires
- Total loss of hot water
- Any repair that is classed as a safety hazard
- Storm damage to landscaping
- Stair well lighting
- Handrail repairs
- Roof repairs where penetrating water is present
- Path repairs where safety hazard exists

### **72- Hours**

**A repair that requires to be completed quickly but there is no immediate danger**

- Partial loss of heating
- Loss of hot water on night rate only
- Loss of water to one outlet only
- Blockages to single sink/ bath traps
- Toilet repairs where another toilet exists
- Roof repairs
- Overflow running hard

### **7 Days**

**A repair that causes inconvenience and requires to be completed in the medium term**

- Leaking gutters
- Faulty tap insert
- Repairs to kitchen units
- Path repairs where safety hazard does not exist
- Fence repairs
- Electrical repairs
- Fireplace repairs (where second form of heating)

- Overflow dripping
- Chimney Cowls

## **20 Days**

**A repair that causes minor inconvenience and has little effect on the property if a repair is not undertaken in the short term**

- Soffit repairs
- Fascia repairs
- Fence repairs
- Wall repairs
- Render repairs
- Repairs to gates
- Pest control

## **90-Days**

**Where components require to be ordered or manufactured**

- All repairs where components require to be ordered
- Window replacement
- Door replacement
- Large repairs that require quotes