

## Emergency Repairs

These would include plumbing and electrical faults which would represent a danger to health & safety :

- No heating
- No hot water
- Loss of electric power, or
- Any repairs necessary to secure the property

Our objective is to remove the hazard, and to restore services **within 2 hours**. It may not always be possible to immediately complete all repairs in emergency situations. Where this happens the property will be made safe, and the repair completed as soon as practicable.

Our Contractor will offer you portable electric heaters, if you will be without your main heat source overnight.

## Urgent

Those repairs required to protect both the internal and the external fabric of the building

- Loss of lighting
- choked sink

We aim to ensure the repairs are attended to **within 2 days**.

## Routine

These are all other repairs that do not represent a danger to either tenants or property.

Our target time for completion is

**Electrical / Plumbing & Glazing / Joiner & Builderwork 10 days**

Tenants will be advised of the action being taken to deal with the Repairs request:

- Job order to be issued
- Inspection to be carried out
- No action to be taken

In all cases, if we need to order parts or materials for the repair to be completed, a temporary repair will be undertaken, until the materials are available. You will be kept advised by our Contractors.