



Examples of repairs categories

Emergency Repairs

- Fire
- Flood including significant leaks or flooding from water or heating pipes, tanks, cisterns
- No electricity
- No gas
- No water
- No hot water
- No heating
- Board up/make safe
- No access to property (lost keys etc.)
- Inability to close/lock external doors or windows at ground level
- No lighting in stairwell
- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilet pans (where no other toilet in house)
- Toilet not flushing (where no other toilet in house otherwise routine repair)
- Blocked sink, bath or drain
- Unsafe access path or step
- Unsafe power or lighting socket or electrical fitting

Urgent repairs

- Faulty sockets, switches or pendants
- Faulty storage heaters
- Faulty smoke/carbon monoxide detector
- Faulty door entry system
- Partial loss of water supply
- Loose or detached banister or hand rail
- Unsafe timber flooring or stair treads
- Storm damage (make safe)

Routine Repairs

- All other items of joinery, electrical and plumbing work

X Exception

- Examples of this are major repairs or unplanned works such as roofing repairs, door entry replacement, or where we may have to obtain quotations or have lead in times.