

Repairs priorities

Priority A – Emergencies where we come within 24 hours

This is where there is likely to be a danger to life or limb or major damage to your home or surrounding homes. We will try to get to you as quickly as possible to make the situation safe. The complete repair might take longer to carry out. These include:

- Gas leaks – phone TRANSCO, 0800 111 999
- Total or partial loss of gas supply
- Total loss of hot water
- Total loss of heating – between dates 1st October to 31st March (Winter)
- Blocked flue to heating appliance
- Partial loss of heating – between dates 1st October to 31st March (Winter), (one radiator not working but where required by elderly, infirm, infants)
- Partial loss of heating – between dates 1st October to 31st March (Winter) (2 or more radiators)
- Total loss of drinking water.
- Blocked or leaking drain or sewer (this may be Severn Trent Water's full responsibility if the property was built prior to 1936)
- Blocked toilet – but only if there is no other working toilet for your home
- Tap which cannot be turned off
- Severe leaking water or heating pipe, tank, cistern or toilet
- Overflow running full bore
- Make safe insecure window, external door or external lock. Note: Lost keys are the responsibility of the tenant, except if you are a pensioner when we will provide new keys or locks if they are required.
- Rotten timber flooring or stair tread causing potential health and safety hazard
- Faulty staircase and corridor lighting in blocks of flats or sheltered accommodation for older people
- Dangerous structures such as loose cast iron rainwater gutters, unsafe chimney stacks or roofs.
- Dangerous electrical wiring, sockets, or switches
- Loose or detached banister or handrail for stairs
- Repairs causing serious danger to the security of the home.

Priority B Where we come within 3 working days

This is for very urgent repairs that do not fall into priority A. These include:

- Total loss of heating – between dates 1st April to 30th September (Summer)
- Partial loss of hot water (one tap left running only)
- Leaking water or heating pipe, tank, cistern, toilet (dripping or slight)
- Blocked sink, bath, or basin
- Partial loss of lighting (apart from elderly and disabled)

Priority C where we come within 7 working days

These are for urgent repairs that do not fall into priority B. These include:

- Electrical fitting not working but which is not a danger to health
- Leaking hot water tanks and other sanitary or water appliances, not dealt with under priority A or B

- Replacement of cracked or faulty back boilers where there is no hot water or heating available
- All other partial loss of heating
- Partial loss of water – one (1) tap not working
- Tap that cannot be turned on
- Taps dripping
- Overflow dripping
- Toilet that won't flush – where there is another working toilet in your home
- Replacement of toilet seats
- Broken glass in windows and doors where the Council is responsible for the repair (our initial action may be to board over the area to make safe and secure)
- Broken chimney pots
- Holes in a roof where rain is coming in (weather permitting for health and safety reasons)
- Collapsed ceilings (following water leaks, etc., we will remove and make safe)
- Partial loss of heating between dates 1st April to 30th September (summer), e.g. one radiator not working
- Domestic Cooker Installations (service subject to conditions)

Priority D Where we come within 30 working days

These are non urgent repairs. These include:

- Sanitary or water appliances that need replacing but are not leaking.
- Rainwater gutters and pipes leaking or blocked
- Re-hanging or renewing internal doors
- Easing all doors
- Letterboxes
- Weatherboard
- Easing windows
- Kitchen units – replacement and repairs
- Repair garage doors and frames
- Washing line posts
- Floor repairs
- Non-urgent fireplace repairs
- Non-urgent plastering
- Non-urgent roof tiling
- Damp course repairs
- Skirting boards
- Non-urgent electrical works

Priority E Adaptations

Where we come within 16 or 50 Working days

This is a special priority for Occupational Therapy Referrals. These include:

- Major adaptations, e.g. access ramps, level entry showers, etc. 50 days
- Grab rails 16 days
- Additional stair rails 16 days
- Half steps 16 days
- Bath poles 16 Days

Priority F where we come within 90 working days

This is for non-urgent routine maintenance work or other specialist work

- Major joinery repairs, e.g. external doors and frames (single elements, not bulk)
- Complete replacement of garage doors
- Replacement gates
- Repointing works or rendering brickwork (small areas)
- Chimney stack pointing
- Complete overhaul of rainwater gutters and pipes (other than three storey structures)
- Garden walls and fencing (small areas)
- Concrete footpaths and drives (small areas)

Priority G where we come within 249 working days

This is for annual planned maintenance, large works or other specialist work

- Yearly service to solid fuel and gas fires, boilers/appliances is conducted between 1st April to 1st November
- Maintaining common areas
- Refurbishing garages and garage sites
- Yearly service to smoke alarms
- Batch Programs of Work
- Planned work
- Electrical testing

Priority H where we come within 35 working days (Repair When Let)

These are non-urgent external repairs identified whilst the property was void (empty). These include:

- Boundary fencing repairs
- Roof work
- Repairs to guttering down-pipes
- Gates
- Repairs to garden walls