



## **Maintenance response times**

For your safety and comfort, we have agreed set response times for each type of repair.

This means emergency repairs will be dealt with quickly but other less urgent repairs will take a bit longer. These categories are a guide only.

The types of repair and target response times are explained below:

### **Emergency**

We aim to assess the problem and make the situation safe within 24 hours

This category includes:

- Gas leaks
- Water leaks where the supply cannot be isolated
- Total loss of mains water or electricity (unless it is a general fault with the supplier)
- Electrical check after leaks and flooding
- Flooding / burst pipes
- Blocked toilet (where it is the only toilet in the property)
- Making secure after a fire or break-in (boarding up)
- Total loss of heating (winter)
- Serious electrical faults
- Anything potentially dangerous or life threatening



## **URGENT**

We aim to assess the problem and start repairs within one week

This category includes:

- Leaking roof
- Loss of heating (partial in winter or total in summer)
- Plumbing faults – blocked waste pipes, overflow problems, shower, toilet cistern
- Urgent isolated electrical faults
- Entry phones
- Faulty appliances

## **Essential**

We aim to complete repairs within four weeks

This category includes:

- Minor plumbing faults
- Minor electrical faults
- Roof leaks
- Replacement components
- Easing sticking doors/windows



## **Routine**

We aim to complete repairs within 30 working days

This category includes:

- Kitchen units
- Doorbells
- Aids and adaptations
- Tiling
- Minor joinery repairs
- Fencing, walls, outbuildings