

HOUSING REPAIRS CRITERIA – PRIORITY REPAIR SYSTEM

Typical Repairs and Target Completion Times

Priority 1: To be completed within **24 hours** or where this is not possible a temporary holding repair to be carried out.

1. A breakdown in power or lighting sockets.
2. Total loss of electric power.
3. Leaking water from water or heating pipe, tank or cistern.
4. Total loss of water supply.
5. Total loss of central heating (or both sources of hot water supply) during winter.
6. Blocked or faulty w.c. (where only one w.c. exists), also blocked drain.
7. Security of premises/defective window, door or lock.
8. Total or partial loss of gas supply (customer side of meter).
9. Blocked flue to open fire or boiler.
10. Collapsed ceiling or ceiling in potentially dangerous condition.
11. Footpath repairs where dangerous hazard exists.
12. Leaking roof.
13. Gas leak.
14. Fallen trees where causing a danger to occupants or general public.
15. Storm damage where causing a danger to occupants or general public.

Priority 2: Urgent Repairs to be completed within **5 working days**.

1. Partial loss of electric lighting or power.
2. Partial loss of water supply.
3. Taps which cannot be turned.
4. Loose or detached banister or handrail.
5. Rotten timber floorboard.
6. Blocked wc (where more than one wc exists).
7. Repairs to smoke alarm systems.
8. Minor works on internal plumbing, waste fittings and water supplies.
9. Slipping roof tiles, defective guttering, chimney stacks, etc., which would cause personal injury to passers by (if serious safety implications apply, then work to be raised under Priority 1).
10. Repairs to external lights.
11. Faulty ball valves and syphons.
12. Broken glazing, broken window frames and locks (where security of the premises is not at risk).
13. Fencing and gate repairs (where safety and/or security is at risk).
14. Footpath repairs where potential dangerous hazard exists.
15. Mechanical extractor fan in internal kitchen or bathroom not working.
16. Fallen trees where not a danger.
17. Storm damage where not a danger

Priority 3: To be completed within **20 working days**.

1. Minor cracks/leaks to external soil pipes (serious leaks to be dealt with under Priority 1).
2. Repairs to wall and ceiling plaster.
3. Repairs to fire surrounds and hearths.
4. Repairs or replacement of defective sanitary ware.
5. Roof defects and repairs to chimneys.
6. Glazing (cracked or other minor defects).
7. Defective flooring including floor tiles.
8. Repairs to garage doors or roofs (if garage is out of use because door will not operate, to be dealt with under Priority 2. If a vehicle is locked inside to be dealt with under Priority 1).
9. Fencing and gate repairs (other than those dealt with under Priority 2).
10. Roofing repairs (other than repairs dealt with under Priority 1 and 2).
11. Treatment of woodworm and/or dry rot.

12. Renewal, repair and cleaning of gutters and rainwater pipes.
13. Carpentry repairs.
14. All joinery work not included in previous priorities.
15. Footpath repairs.