



## Repairs

This document can be made available in a variety of languages and formats on request.

### Qualifying Repairs

Qualifying repairs are covered by the Right to Repair Scheme. More information on this is available in our general repairs leaflet in the Tenants Handbook.

Item.	Fault.	Qualifier.
Chimney.	Blocked flue to open fire or boiler.	1 working day.
Drain.	Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1 working day.
	Blocked sink, bath or drain.	1 working day.
Electric power.	Loss of electric power.	1 working day.
	Unsafe power or lighting socket, or electrical fault.	1 working day.
Gas supply.	Loss or partial loss of gas supply.	1 working day.
Hot water and space heating.	Loss or partial loss of space or water heating where no alternative heating is available.	1 working day.
Paths.	Unsafe access path or step.	1 working day.
Toilet.	Toilet not flushing where there is no other toilet in the house.	1 working day.
Water supply and heating system leaks.	Significant leaks or flooding from water or heating pipes, tanks, cisterns.	1 working day.
Water supply.	Loss of water supply.	1 working day.
Windows and doors.	Insecure external window, door or lock.	1 working day.
Electric power.	Partial loss of electric power.	3 working days.
Flooring.	Unsafe timber flooring or stair treads.	3 working days.
Stair.	Loose or detached banister or handrail.	3 working days.

<b>Item.</b>	<b>Fault.</b>	<b>Qualifier.</b>
Water supply.	Partial loss of water supply.	3 working days.
Extractor fans.	Mechanical extractor fan in internal kitchen or bathroom not working.	7 working days.

## **Responsive Repairs (excluding Qualifiers)**

The following repairs are not covered by the Right to Repair Scheme but fall within the remit of our repairs policy. Further information is again available in our general repairs leaflet in the Tenants Handbook.

### **Emergency (made safe within 4 hours and complete within 24 hours)**

<b>Item.</b>	<b>Fault.</b>	<b>Priority.</b>
Chimney stacks / pots / cowls etc.	Where unsafe.	24 hours.
Estate footpaths / walls / fences/	Where a danger to residents or public.	24 hours.
Forced entry.	Where keys lost or lock failure.	24 hours.
Glass internal (where OIC responsibility).	Where a danger to residents or public.	24 hours.
Hot water immersion heaters.	Where thermostat stuck, water boiling and no other form of hot water available when immersion turned off.	24 hours.
Overflow pipes.	Water running (not toilet overflow).	24 hours.
Stair lighting communal.	Hazard due to lack of light.	24 hours.
Taps.	Constantly running hot tap, unable to turn off.	24 hours.

### **Urgent (complete within 3 working days)**

<b>Item.</b>	<b>Fault.</b>	<b>Priority.</b>
Paths.	Where unsafe.	3 working days.
Retaining wall (garden).	Where unsafe.	3 working days.
Smoke detector.	Failure.	3 working days.

## Responsive Repairs (excluding Qualifiers)

Item.	Fault.	Priority.
Bin shelters.	Failure.	20 working days.
Ceilings.	Failure.	20 working days.
Clothes poles.	Broken or bent.	20 working days.
Coal fire with back boiler.	Failure but not only source of heat or hot water.	20 working days.
Coal bunkers.	Leaking or broken.	20 working days.
Communal areas to flats.	General repairs.	20 working days.
Communal TV systems.	Failure.	20 working days.
Cupboards.	Door or shelf repairs.	20 working days.
Dampness.	Dampness in property.	20 working days.
Door handles internal.	Broken.	20 working days.
Door number plates.	Broken or missing.	20 working days.
Doorbell	Not working.	20 working days.
Doors to common areas.	Insecure.	20 working days.
Downpipes, rainwater.	Leaking or broken.	20 working days.
Driveways.	Surface repairs.	20 working days.
Drying areas – communal.	General repairs to communal drying equipment.	20 working days.
Entry systems (communal security system).	All faults.	20 working days.
Fire baskets.	Where fire is supplementary form of heating.	20 working days.
Garden sheds.	Leaks, door failures, general repairs.	20 working days.
Gates.	General repairs.	20 working days.
Hatch to loft communal / individual.	General repairs.	20 working days.
Hot water immersion heaters.	Where other source of hot water available such as second immersion heater or coal fire heating boiler.	20 working days.

<b>Item.</b>	<b>Fault.</b>	<b>Priority.</b>
Kitchen fittings / worktops.	General repairs to doors or worktop.	20 working days.
Sink base unit.	General repairs.	20 working days.
Stair lighting – communal.	Failure of single light but causing no hazard.	20 working days.
WC bowl and cistern.	Cracked but still usable without danger and no leaks.	20 working days.
	Waste blocked or no water supply in cistern (where other toilet in property).	20 working days.
Decoration – external.	Repairs to decoration.	Programmed.
Decoration – internal.	Where OIC responsibility.	Programmed.
Parking area.	Failures or road surface etc.	Programmed.

Last updated: April 2021.