

REPAIR RESPONSE TIMES

Response times run from when the problem is reported

EMERGENCY REPAIRS	URGENT REPAIRS	ROUTINE REPAIRS
RESPOND WITHIN 24 HOURS	RESPOND WITHIN 5 WORKING DAYS	RESPOND WITHIN 20 WORKINGDAYS
<p>Immediate danger to personal safety or the security of the property. The work will be completed or a temporary repair will be carried out to make safe.</p>	<p>Potential danger to personal safety or to the security of the property.</p>	<p>No danger to personal safety or the security of property in the near future</p>
<ul style="list-style-type: none"> • Gas leaks-National Grid 0800 111 999 • Fire alarm / smoke detector faults • Serious electrical faults • Serious structural or fire damage • Major roof leaks • Total loss of water (not mains) • Total loss of gas or electric supply • Total loss of heating during winter months • Blocked gutters or drains liable to cause flooding or further damage • Toilet blocked or won't flush (an emergency if there is only one toilet) • Major flooding • Burst water pipes • Broken external locks • Glazing / boarding up if there is a high security risk • Offensive graffiti 	<ul style="list-style-type: none"> • Glazing if there is a low security risk • Partial loss of electrical power • Partial loss of water supply • Blocked sink, shower or bath • Heating failure • Loose stonework that could fall • Roof leaks • Overflows • Total loss of heating during summer months • Faulty fridges, freezers, cookers & washing machines (shared housing) • Toilet not flushing or blocked (when there is more than one toilet) • Broken internal doors • Loose or detached banister • Rotten flooring or stair treads 	<ul style="list-style-type: none"> • Blocked & leaking gutters & down pipes • Faulty windows, doors & floors • Minor plumbing repairs • Minor roof leaks • Furniture repairs that do not have safety implications • Pest problems • Internal painting • External painting • Repairs to fixtures & fittings • Repairs to walls, slates & tiles • Repairs to fences & paths