

Examples of emergency repairs

Burst pipes/flooding/serious water leak
Total loss of electricity/gas/water
Gas leak/carbon monoxide incident/potentially hazardous electrical faults
Property insecure/making a home secure after break in/make safe window glazing
Complete loss of heating for all tenants during the period 1 November to 30 April
Complete loss of heating for elderly/vulnerable tenants all year round
Complete loss of hot water for all tenants all year round
Failure of warden call system
Smoke detector not working (not including batteries)
Blocked drains
Lift breakdown
Fires
Unsecure communal entrance doors to blocks.

Examples of urgent repairs

Heating loss in the period 1 May to 31 October
Repairs to electrical services
TV aerial sockets
Minor plumbing repairs
External guttering and water management systems.

Examples of routine repairs

Faulty electrical equipment with poses no dangers
Minor repairs to joinery
Faulty sanitary ware and plumbing
All other non-urgent repairs
Non-urgent repairs to communal areas.