



REPAIRS RESPONSIBILITIES

If your rental property is managed by us, we will endeavour to carry out all necessary repairs within our repairs policy response times, as outlined below:

Priority A: Maximum time for completion is 24 hours

- Drinking water
- Heating
- Electrics unsafe
- Flooding
- Blocked drains and sanitation
- No lights or power
- No lighting to communal areas (complete failure)
- Dangerous electrical faults (exposed wires, overheating of switches or sockets, flickering lights)
- Burst pipes, defective tanks or serious leaks causing flooding
- Blocked drains or blocked toilets
- Gas leaks (normally reported to British Gas)
- Dangerous structures - floors, ceilings, walls etc.
- Removal of racist, sexist or any other offensive graffiti
- Provision of temporary heating to vulnerable tenant
- Replacement of missing or badly damaged manhole covers

Priority B: Maximum time for completion 5 working days

- Replacement of a broken toilet pan
- Blocked waste pipes (other than toilets: see above)
- No cold water supply to bath and basin
- Restoring heating and/or hot water (temporary heaters should be supplied where necessary)
- Temporary repairs to cover defective flat or pitched roofs where there is serious water penetration
- Mending minor leaks on water pipes
- Repairing leaking cone/soil joints to toilets
- Repairing leaks to soil pipes/soil vent pipes generally
- Repairing or renewing ball valves (overflows, water hammer)
- Repairing defective extractor fan (internal bathroom/kitchen only)
- Replacing broken wash hand basin
- Repairing defective entry-phone system
- Restoring flush to toilets
- Broken fridge/freezer
- Leak/damage patch
- Infestations
- Broken glazing
- Blocked downpipes/guttering
- Sealants coming unstuck
- Repairs to defective kitchen appliances (fridge/cooker)

Priority C: Maximum time for completion 28 working days

- Re-securing wash basin
- Repairing blocked and/or damaged rain-water gutters and pipes
- Replacing glazing in communal areas
- Replacing chimney pot or cowl
- Replacing fittings to windows and /or external doors
- Mending faulty taps
- Replacing zinc or lead flashings
- Replacing ridge/eaves tiles and cement filets
- Replacing or repairing internal fire doors
- Replacing defective fire bricks or parts for open fires
- Repairing and/or replacing fittings for metal casement windows and doors

Replacing window sash fastener/sash cord
Replacing rotten or defective flooring
Replacing toilet cistern
Replacing waste traps or fittings
Repairing faulty stop valve or drain down cock
Replacing bath
Replacing kitchen units (including sink units/taps)
Replacing external doors
Replacing windows/frames
Dry lining condensation treatment
Repairing or replacing wall tiling/splashbacks
Replacing loose or defective flooring (not dangerous)
Fixing or replacing air bricks
Repairing or renewing tile surrounds
General brickwork repairs (rebuilding piers, boundary walls)
Repairing or replacing stone, concrete, tile or wooden window sills
Repairing timber staircases (not dangerous)
Replacing or repairing external fascia/soffit/barge boards
Repairing or replacing fencing/gates
Redecoration following repair works
Replacing gully grid
Plaster repairing gully grid
Plaster repairs to ceilings or walls
External rendering
Repairing internal floor screeds
Repairing external floor screeds
Repairing external paving/concrete aprons

