

APPENDIX A - MINOR ROUTINE REPAIR DEFINITIONS

Priority 1: Emergency Repairs

Emergencies will receive a response within 4 hours to make safe* and repaired within 1 day

- Uncontrollable plumbing leaks
- Dangerously exposed wiring
- Dangerous structure
- Total breakdown of heating systems and hot water supplies and no alternative means of heating is available to occupiers
- Door Entry System failure
- Broken/defective window restrictors to upper floors

Priority 2: Urgent Repairs

Urgent repairs will receive a response within 24 hours to repair/overcome the worst effects of the emergency* and completion in 7 days

- Breakages/damage to windows and doors at ground floor or basement level which may result in a breach of building security
- Major but controllable plumbing leaks/ water overflows e.g. from water storage tanks
- Other Electrical faults
- Blocked toilets and sinks / major drainage faults
- Damage to structure or Fixtures and Fittings
- Partial heating failure (see also Repairs to Central Heating below.)
- Missing roof tiles causing substantial water penetration to ceilings
- Resets of fire alarm panel
- Breakdown of laundry equipment where no alternative machine is available
- Cooker and refrigeration break downs
- Fire door faults including door closures and dorgards
- Emergency lighting failure
- Carpet/tiles fixing where it compromises the H&S of tenants and staff
- Tree issues posing an immediate health & safety risk

Routine & Non-Urgent (Attend within 7 days, complete within 28 days)

To include, but not exclusively:-

- Draught exclusion to windows and doors
- Fitting of TV aerials
- Making good minor cracks to plaster
- Lubricating locks & hinges, repairing/replacing locks and repairing damage to door frames
- Unblocking/cleaning extraction ventilation and grills
- Repairs to catches and safety devices to fixed cupboards (excl support provide equipment)
- Adapting doors to accommodate carpets or flat floor coverings and making good minor gaps between skirting such as those that become noticeable when floor coverings are replaced
- Replacing lost keys (at a recharge rate to tenants/staff or residents)
- Repairs to door handles
- Re-washering of taps, repair or replacement of shower heads
- Replacing plugs and chains on sinks, baths and basins
- Re-fixing toilet seats & replacing broken/cracked toilet seats, toilets, sinks, basins & taps
- Repairs to bathroom cabinets, toilet roll holders, towel rails and shelves
- Refixing/repairing curtain rails, shelving, coat and handrails
- Repairs to window locks where this is not urgent for security
- Replacing bulbs and light fittings including fluorescent lighting tubes
- Repairs to tiling around baths, wash hand basins, sinks and kitchen areas
- Fitting / replacing electrical sockets

All the above subject to recharges to tenants where tenant damage is involved