

Proposed Repair Categories

The following lists of repairs that would go into each proposed category is not exhaustive but provides a good indication of the type of repairs that would fall into each category.

Emergency – 4 hours

For information, in an average year we have about **4,600 4-hour emergency repairs**, most of which are heating problems.

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| Fire or flood in your home |
| Escape of gas or fumes |
| Loss of power and/or lighting to part of your home |
| Blockages to main drains, making you unable to use your WC |
| Sewage overflowing into your home from external drains |
| Keeping your home safe and secure often by carrying out temporary make safe repairs |
| Heating system failure in adverse weather conditions (reported before 21:00) |
| A socket or switch is dangerously faulty |
| Exposed or loose electrical wires |
| There is no electric |

Emergency – 24 hours

For information, in an average year we have about **3,900 24-hour emergency repairs** – the biggest single fault is that a light is faulty.

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| Boarding Up Window/Door -make safe |
| Communal lighting failure |
| Hand/stair rail or banister loose/damaged and is dangerous |
| The door or window is insecure (Immediate risk) |
| The light is faulty (Immediate risk, no other background lighting) |
| The smoke alarm is faulty |
| Carbon monoxide detector failure |
| A drain cover is loose or damaged and is dangerous |

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| There is no hot water |
| Bath/Shower Cannot Be Used and there are no other washing facilities |
| The electric shower cannot be used and there are no other bathing facilities |
| No water from any taps |

Urgent – 5 days

For information, in an average year we have **1,505 urgent repairs** that would fall into this urgent category. Unsurprisingly, the vast majority relate to heating problems.

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| Flooring/Floor Covering is Damaged/Uneven and is dangerous |
| Heating System Failure: Temporary heaters delivered on first visit; additional works required. |
| A drain cover is loose or damaged (urgent) |

Category A

For information, in an average year we have about **4,233 category A repairs** – the biggest single fault is that a light is faulty, but there is available background lighting.

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| Unsafe Brickwork |
| Drain is blocked/Running Slowly |
| The light is faulty (background lighting available) |
| Hand/stair rail or banister loose/damaged (manageable risk) |
| The door or window is insecure (Manageable risk) |
| Bath/Shower Cannot Be Used (manageable risk - other washing facilities available) |
| The electric shower cannot be used (other washing facilities available) |
| The immersion is faulty (no electric shower) |
| FRA (fire safety) Standard Repair |
| The seat in the shower is damaged (manageable) |

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| The shower/rail is loose (manageable) |
| The TV aerial is faulty |
| The communal washing line is damaged |
| There is damp or mould in property |
| Containable Leak (not tap related) |
| Multiple radiators are not working |
| The seal around the bath is damaged |
| The shower door is damaged |
| Toilet is Loose/Damaged (manageable) |
| Rubbish needs clearing |
| Adaptation equipment repairs i.e. stairlifts bathing aids |

Category B

For information, in an average year we have about **4,394 category B repairs** – the biggest single fault is that a tap is loose, dripping or seized.

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| Heating system failure in favourable weather conditions (excludes reported faults between Oct to Apr) |
| Damaged paving/drive/steps/ramp |
| Window Needs Repair |
| The extractor fan is faulty |
| The garage roof is leaking |
| Tap is Loose/Dripping/Seized |
| Toilet is Loose/Damaged (manageable) |
| The storage heater is faulty |
| Radiator is Loose/Damaged/Not Working |

Category C

For information, in an average year we have about **2,616 category C repairs** – the biggest single fault is that a window needs repair.

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| Brickwork Loose/Damaged |
| The garage door is damaged |
| Gutter/Fascia is Loose/Leaking/Damaged |
| The loft insulation is damaged |
| Heating airlocks / power flushing |
| Window Needs Repair |
| Door Frame Loose/Damaged (Manageable) |
| External Door Needs Repair (Manageable) |
| Bath/Shower Tray Needs Repair (manageable) |
| The basin or sink is faulty (manageable) |
| Door Lock Repair/Replacement (Manageable risk) |

Category D

For information, in an average year we have about **1,543 category D repairs** – the biggest single fault is that the worktop is damaged.

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| kitchen cupboard door is damaged |
| Kitchen Plinth is damaged |
| Wall/Base Unit needs Repair/Replacement |
| Worktop is Damaged |
| The shower is faulty (tenants have other bathing facilities) |
| Meter Cupboard Door/Box Need Repair/Replacement |
| Wall/Ceiling Needs Repair |
| The thermostat is faulty (manageable risk) |
| Wall tiles loose/damaged |

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| Pipework needs repair (non-urgent) |
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| Flooring/Floor Covering is Damaged/Uneven (manageable risk) |
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Category E

For information, in an average year we have about **2,942 category E repairs** – the biggest single fault is that an internal door needs repairing.

It is possible that these repairs will not be completed before March 2021, depending on the size of the backlog.

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| Internal Door Needs Repairing |
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| Bath Panel is damaged |
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| Boxed in area Needs Repair/Replacement |
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| Skirting/Architrave Damaged/Loose |
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| A bollard or parking post is damaged |
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| Gate/Fencing Needs Repair/Replacement |
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| The radiator is rusty |
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| Painting works |
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| Fascia, soffits, and bargeboard repairs |
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| Misted glass in the door or window |
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