

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.

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.

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

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.

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.

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)

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.

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.

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.

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 needs repair/replacement
Wall/ceiling needs repair
The thermostat is faulty (manageable risk)
Wall tiles loose/damaged

Pipework needs repair (non-urgent)

Flooring/floor covering is damaged/uneven (manageable risk)

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.

We will group these type of repairs together and ask for contractors to price them in a group, to get the best value for the work. As these are non-emergency repairs, this will mean that that the repairs will take longer to complete.

Internal door needs repairing

Bath panel is damaged

Boxed-in area needs repair/replacement
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Skirting/architrave damaged/loose

A bollard or parking post is damaged

Gate/fencing needs repair/replacement

The radiator is rusty

Painting works

Fascia, soffits, and bargeboard repairs

Misted glass in the door or window
