



## **Repair categories**

### **Urgent repairs – within 5 working days**

Urgent repairs include but are not limited to:

- repairs to immersion heaters
- flooring/floor covering is damaged/uneven and is dangerous
- heating system failure: temporary heaters delivered on first visit; additional works required
- A drainage cover is loose or damaged (urgent)

### **Routine repairs (Category A) – within 30 working days**

Routine repairs for Category A include but are not limited to:

- 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 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 the 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 cleaning
- adaptations equipment repairs i.e. stairlifts, bathing aids

### **Routine repairs (Category B) – within 60 days**

Routine repairs for Category B include but are not limited to:

- heating system failure in favourable weather conditions (excludes reported faults between October to April)
- windows need repair
- the extractor fan is faulty
- the garage roof is leaking
- tap is loose/dripping/seized
- the storage heater is faulty
- radiator is loose/damaged/not working

### **Routine repairs (Category C) – within 90 days**

Routine repairs for Category C include but are not limited to:

- brickwork is loose/damaged
- the garage door is damaged
- gutter/fascia is loose/damaged
- the loft insulation is damaged
- heating airlocks/power flushing
- 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)

### **Routine repairs (Category D) – within 120 days**

Routine repairs for Category A include but are not limited to:

- kitchen cupboard door is damaged
- kitchen plinth is damaged
- wall/base unit needs repair/replacement
- worktop is damaged
- the shower is faulty (tenant have other bathing facilities)
- meter cupboard door/box need repair/replacement
- wall/ceiling need repair
- the thermostat is faulty (manageable risk)
- wall tiles loose/damaged
- pipework needs repair (non-urgent)
- flooring/floor covering is damaged/uneven (manageable risk)

### **Routine repairs (Category E) – within 365 days**

Routine repairs for Category E include but are not limited to:

- internal door needs repairing
- bath panel is damaged
- boxed in area needs repair/replacement
- skirting/architrave damaged/loose
- a bollard or parking post is damaged
- gate/fencing needs repair/replacement
- the radiator is rusty
- painting works
- fascias, soffits and bargeboard repairs
- misted glass in door or window