

Typical Repair Description and Priority	Emergency Two Hour Response, 24 Hour to Complete	Repair by Appointment in 7 Working Days	Additional Comments & Right to Repair Legal Definition.
Plumbing			
Blocked or Leaking Foul Drains, Soil Stacks, or Toilets where there is no other toilet in the house.	√		Qualifying Right to Repair: Legal maximum response one working day
Blocked sink, bath or drain	√		Qualifying Right to Repair: Legal maximum response one working day
Loss of Water Supply	√		Qualifying Right to Repair: Legal maximum response one working day
Significant Leaks or Flooding from water or heating pipes, tanks or cisterns.	√		Qualifying Right to Repair: Legal maximum response one working day
Toilet not Flushing where there is no other toilet in the house.	√		Qualifying Right to Repair: Legal maximum response one working day
Partial Loss of water supply.		√	Qualifying Right to Repair: Legal maximum response three working days.
Dripping Tap		√	
Leaking Tap when used.		√	
Loose Tap		√	
Leaking Overflow		√	
Broken Flush Handle		√	
Shower Repair		√	
Repair to Sanitary Ware Components		√	
Gas and Central Heating			
Blocked Flue to Open fire or Boiler	√		Qualifying Right to Repair: Legal maximum response one working day.
Loss or Partial Loss of Gas Supply	√		Qualifying Right to Repair: Legal maximum response one working day
Loss or Partial Loss of Space or Water Heating where there is no alternative heating available.	√		Qualifying Right to Repair: Legal maximum

			response one working day
Leaking Radiator		√	
Radiator Valves Repair		√	
Repair to Heating Controls		√	

Repair Response Times

Electrical			
Repair Description	Emergency Two Hour Response, 24 Hour to Complete	Repair by Appointment in 7 Working Days	Additional Comments & Right to Repair Legal Definition.
Electrical			
Loss of Electrical Power	√		Qualifying Right to Repair: Legal maximum response one working day.
Unsafe power or lighting socket or electrical fitting	√		Qualifying Right to Repair: Legal maximum response one working day
Partial loss of electric supply		√	Qualifying Right to Repair: Legal maximum response three working days.
Mechanical extractor fan in internal kitchen or bathroom not working.		√	Qualifying Right to Repair: Legal maximum response seven working days.
Faulty Light Fittings, Sockets, or Aerial Sockets		√	
Repair to Smoke Alarm or carbon monoxide detector	√		
Repair to cable trunking		√	
Joinery			
Insecure Internal window door or lock.	√		Qualifying Right to Repair: Legal maximum response one working day.
Loose or detached bannister or handrail		√	Qualifying Right to Repair: Legal maximum response three working days.
Unsafe timber flooring or stair treads		√	Qualifying Right to Repair: Legal maximum response

			three working days.
Gain access to property	√		
Repair to any internal door, handles, door frames or facings.		√	
Skirting board repair		√	
Repair to internal window and all associated ironmongery.		√	
Insecure External Doors	√		Qualifying Right to Repair: Legal maximum response one working day.
Insecure Locks	√		Qualifying Right to Repair: Legal maximum response one working day.
Repair to kitchen units and worktops		√	Subject to availability of materials.
Board Up broken window	√		
Glazier			
Measure double glazed unit		√	
Re-glaze broken pane		√	Extended repair if manufactured item is unavailable within 7 day timescale
External /Common Areas			
Unsafe Access Path or Step	√		Qualifying Right to Repair: Legal maximum response one working day.
No TV Reception		√	
No Close Lighting at All	√		Carried out by GCC or MHA, check in advance of repair order.
Partial Close Lighting		√	
Repair to Door Entry System		√	
Make Safe Roof Damage after Storm	√		
Renew or Replace Cracked Roof Tiles or Damaged Flashing		√	Extended Repair if materials not available within 7 day timescale
Clothes Pole or Drier Repair		√	Seven working days weather permitting.
Rain Penetration		√	
Repair to External Building Fabric including Roughcast		√	Seven working days weather permitting.

Repair to Gutters or Downpipes		√	
Repair to Pointing		√	Seven working days weather permitting.
Repair to Fencing (Timber)		√	Seven working days weather permitting.
Repair to Fencing (Metal)		√	Seven working days weather permitting.