



NLM Housing Association

Repairs & Maintenance Policy

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1 Introduction

1.1 The delivery of an efficient and effective maintenance service is a significant determinant of customer satisfaction and essential to the proper management of housing stock. For this reason, NLMHA will deliver a repairs and maintenance service that not only properly discharges our legal obligations and regulatory requirements as a Registered Provider but will ensure a positive customer experience by being both responsive and flexible to their needs.

1.2 The repairs and maintenance service is central in our approach to safeguarding our assets and represents a significant annual investment in both staff and our stock. To achieve Value For Money (VFM), there needs to be an appropriate balance of investment between planned maintenance and responsive repairs functions. This includes adequate financial provision/controls to meet short and long-term maintenance obligations. This can only be achieved through:

- The effective collation and maintenance of data.
- meaningful and comprehensive stock condition data reports
- Transparent and accurate repair costs.
- Providing facilities to enable residents to report repairs with ease.
- Carrying out all repairs and our planned and regular maintenance work with our repair policy.
- Asking tenants to fill in and return repair satisfaction slips and replying promptly
- if they are unsatisfied with the performance.
- Meeting our legal duty to carry out gas safety and gas appliance.
- service checks to our homes every year.
- Monitor our services throughout the year by visiting and phoning 5% of the homes that have had repairs or maintenance work done to check the standard of the finished work.
- Making sure that all contractors we use follow our code of conduct and cultural customs.
- Redecorating the outside and internal communal areas of our owned properties at least once every 5-7 years, where appropriate, as part of our planned maintenance programme.
- Offering tenants advice on simple home repairs.

2 Scope

2.1 The policy applies to NLMHA residents of all general needs; supported housing, leasehold flats, and shared owners.

2.2 The policy includes all repairs and maintenance services provided to our residents including day to day responsive repairs, planned and cyclical maintenance, and repairs to empty properties (voids). This policy covers both individual homes and communal areas (internal and external).

2.3 NLMHA's Maintenance Policies underpin a service which; not only meets contractual obligations but is sensitive to the well-being of our tenants and the enjoyment of their dwellings

2.4 In addition, the board acknowledges that the maintenance service also preserves NLMHA's properties, in terms of their "asset value", and protects the interests of funding and loan bodies.

2.5 We aim to achieve these objectives by following these principles in six policy areas.

- Complying with our legal and contractual obligations.
- Having a responsive maintenance service.
- Having a well-planned maintenance service which prevents deterioration of our homes and meets the Decent Homes Standards.
- Providing a cost-effective service that represents value for money.
- Reducing future maintenance by working with the Assets & Compliance departments to design out defects.
- Being accountable through effective monitoring of services by consulting tenants in line with the consumer standards about the services provided and through accountability to the relevant committee.

3 Definitions

3.1 **A responsive day to day repair** is for the purpose of this policy defined as an item of minor or routine maintenance undertaken in response to a request from a customer, staff member or other stakeholder, which is required to be completed within a short pre-elected timescale.

3.2 **Cyclical/planned maintenance** is for the purpose of this policy defined as work or investment that is required to be carried out on agreed cycle, which can be completed annually or a spread over a number of years.

3.3 **Voids** are for the purpose of this policy defined as any empty properties owned or managed by NLMHA.

4 Policy Principles

4.1 NLMHA is committed to providing a responsive, efficient and flexible repairs and maintenance service that is both financially transparent and customer centric. The overriding principles being:

- 4.1.1 We will comply with all our legal duties associated with property ownership and management.
- 4.1.2 We will maximise the life expectancy of our assets, and their components to preserve or increase their Net Present Value (NPV).
- 4.1.3 We will strive to achieve the best possible customer experience and highest levels of customer satisfaction whilst delivering Value For Money (VFM).
- 4.1.4 We will provide a “right first time” accessible, efficient and flexible service to our customers reflecting their varying needs.
- 4.1.5 We will maintain and reinvest in our homes to at least the Homes Standard but be agile enough to respond to new legislation and embrace best practice.
- 4.1.6 We will deliver an appropriate balance between expenditure on responsive repairs and planned maintenance.
- 4.1.7 We will use data to combine the intelligence we know of our stock with the technology we need to maintain it.
- 4.1.8 We will combine our repairs intelligence and stock condition information to target areas of investment and review suitable models of service delivery.
- 4.1.9 We will ensure our procurement strategy is both compliant and flexible to meet our requirements. We will set clear, challenging and customer centric performance targets that measure the effectiveness of our service and also ensure we hear the resident’s voice.
- 4.1.10 We will maintain our Assets Profile Register (APR)
- 4.1.11 We will involve residents in decision making about service design and delivery.
- 4.1.12 We will adhere to the principles of Right to Repair and offer compensation for service failure where appropriate, but also recharge fairly where customers have not adhered to their responsibilities.

4.2 Responsive Repairs

- 4.2.1 We will continuously review our operational processes and in-house service delivery to align with improved outcomes for our customers, reducing costs where appropriate and increasing efficiency.
- 4.2.2 We will constantly evaluate our external suppliers of both materials and services to improve “right first time” and VFM.
- 4.2.3 We will take positive action to embed excellent Health & Safety practices within all our services both in-house and external providers.

- 4.2.4 We will ensure that suitable and sufficient training and guidance is provided to staff to allow them to work safely and monitor safe working practices on site.
- 4.2.5 We will ensure that we have the correctly trained skills base to enable us to order, specify and complete all repairs.
- 4.2.6 We will ensure that all equipment required for our staff is well maintained, safe to use and adequate training has been provided on its use.
- 4.2.7 We will ensure that any health checks and monitoring are carried out and tracked, and ergonomic ways of working embedded to ensure the wellbeing of our staff.
- 4.2.8 We will ensure that all contractors and in-house staff abide by our Code of Conduct designed to ensure high standards of customer care and embed relevant policies within the service to include Safeguarding, Domestic Violence and Equality & Diversity.

4.3 Planned and Cyclical Maintenance

- 4.3.1 We will consult with affected customers each year, agree and publish a set of service standards and cyclical timescales.
- 4.3.2 We will undertake external decoration work to our properties on a cyclical basis at appropriate intervals. Likewise, for the internal decoration of our general needs communal blocks and Independent Living (IL) schemes.
- 4.3.3 We will offer a customer choice in regard to styles and or colours when undertaking planned investment and cyclical maintenance works where appropriate.
- 4.3.4 We will ensure that customers are provided with written confirmation of the work to be undertaken with timescales.
- 4.3.5 We will undertake regular site visits and post completion inspections to ensure work is completed to the required quality standard and to our customer's satisfaction.
- 4.3.6 We will carry out a rolling programme of 100% stock condition surveys every 5 years to ensure that the information we hold regarding the condition of our housing stock is up to date, comprehensive and meaningful. This data will help us to make informed decisions about our cycle of planned investment and ensure that our homes are compliant with the Decent Homes Standards and the requirements laid out in the Consumer standards.

4.4 Voids

- 4.4.1 All properties will be let in accordance with an agreed lettable standard which will be subject to consultation and review through our residents scrutiny panel. Where it would be more cost effective, planned or other major works will be completed prior to properties being re-let. If not appropriate at that time, incoming customers will be informed of the timeframe for such works to be carried out after they have moved into their new home.

- 4.4.2 All properties will be subject to a gas and electric check, Energy Performance Certificate (EPC) check, as a minimum before a new resident can move in.
- 4.4.3 Wherever possible the needs of the new resident will be directly linked to any works carried out prior to them moving into their new home in addition to the lettable standard.
- 4.4.4 During the void process we will carry out a Property Compliance Audit check (PCA) in accordance with our Property Compliance Audit Policy & Procedures.
- 4.5 Repairs to leasehold properties
 - 4.5.1 Under the terms of longer leases, customers are responsible for undertaking repairs to the interior of their homes
 - 4.5.2 NLMHA typically will only be responsible for the maintenance of the structure and exterior of the building/block and any common areas as determined by the lease agreement. Leaseholders are required to contribute to the cost of carrying out such works and we will comply with all relevant legislation when consulting with leaseholders where a contribution is required through the Section 20 process.
 - 4.5.3 Only the Leasehold Services team can authorise repair works within the demised leaseholder's property outside the defects period.
 - 4.5.4 All defects during the defects period will be dealt with by the maintenance team and leaseholders' services team.
- 4.6 Gas Appliances – servicing and repairs
 - 4.6.1 We acknowledge the importance of managing gas safety within our housing stock and we are committed to providing a safe and secure home for our residents, without any detriment to their own health and/or that of their family, other occupiers and/or visitors to their home. This includes our staff and other agencies.
 - 4.6.2 We will be compliant with all relevant legislation and regulations relating to gas servicing to ensure that neither staff or visitors and residents are placed at risk. We will cap off the gas supply on the anniversary date should access not be granted (for external gas meters).
 - 4.6.3 We will manage and maintain a 10-month cycle of gas servicing to ensure we remain 100% compliant with the requirement to complete gas safety checks within one year of their anniversary date, and we hold the right through the Courts to force entry for properties with internal meters that have passed their anniversary date.

4.7 Code of Conduct

All staff involved in the delivery of the repairs and maintenance service including our in-house team, and external providers contracted to work for us, will be expected to treat our residents with courtesy and respect at all times. They will be expected to ensure that no damage is caused to items which belong to our customers in the course of carrying out their works and leave the customer's home and communal areas clean and tidy following completion of the work. Photographic identity cards will be carried and shown at all times

4.8 Procurement

- 4.8.1 To ensure that we deliver repairs and maintenance services as efficiently as possible, we will explore all available procurement methods to ensure we can deliver services that meet all required standards whilst ensuring VFM.
- 4.8.2 We will consider strategic partnership options via existing and new framework opportunities.
- 4.8.3 We will involve our customers in product and service development as well as reviewing specifications and tender evaluations.
- 4.8.4 We will wherever possible, introduce, influence and maintain standardisation in terms of components and internal layouts used in development and maintenance processes.

5 Equality

5.1 The Equality ACT of 2010 makes it unlawful to discriminate, harass or victimise on the basis of any protected characteristics (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage & civil partnership, pregnancy & maternity). NLMHA supports its principles and is committed to the values of equality of opportunity and non-discrimination.

6 Implications for Residents

6.1 We will consult with customers throughout involvement framework, to constantly review and improve our service with the customer voice being central to any decisions made.

6.2 We will provide a twenty-four hour/ seven day a week repairs service utilising both our in-house team and external providers (emergencies only out of normal office hours).

6.3 We will provide an appointment service to carry out repairs and maintenance, based around the needs of our customers. A right first-time ethos will be embedded together with a streamlined customer journey, allowing for the least number of unnecessary interactions between first point of contact and completion of the works.

6.4 We will aim to complete repairs within agreed timescales which form part of our key performance indicators (KPIs') to be monitored for both our in-house team and external providers. These timescales will be reviewed to ensure that they are consistent with our customer's needs and their convenience.

6.5 We will attend to an emergency repair within 24 hours (one calendar day) and all other routine repairs within 28 days with additional monitoring of average job turnaround time. For minor planned works we will complete these within 90 days. A repair is deemed to be an emergency if it will remove / prevent danger to our customers and or visitors or a repair that is required to protect our asset.

6.6 Gas Leaks must be passed through the Gas Emergency line in the first instance for the maintenance contractor of the gas network to attend in advance of our gas repair provider.

6.7 When responding to emergency repairs, we will take action to prevent/ remove any immediate danger but further works required would be undertaken during normal working hours.

6.8 We will monitor customer satisfaction as a KPI, by providing digital platforms and simple ways to feedback. All feedback will be reviewed and used to evaluate and enhance the customer experience wherever possible.

6.9 We will ensure that any complaints about the service are investigated thoroughly and promptly in accordance with our Complaints Policy

6.10 We will encourage digital reporting mechanisms for customers, to streamline the service.

6.11 We will set appropriate timescales for completion of repairs to our void properties to allow for timely allocation based on accurate dates for prospective new tenancy start dates.

7 Responsibilities

7.1 **The Asset Director** with support from the Repairs & Maintenance Manager are responsible for the implementation and review of this policy.

7.2 **Key Performance Indicators (KPIs)**, including customer satisfaction, directly related to the repairs and maintenance service will be agreed upon annually by the Board and Board will receive quarterly reports on responsive repairs, voids, planned and cyclical maintenance.

7.3 **Levels of customer satisfaction** will be a key determinant in assessing the quality of the service, both of our in-house team and external providers. Previous performance will be used in assessing and reviewing our approved list of contractors.

7.4 **Monitoring progress** We will involve our customers in and performance of our service and to ensure that our KPIs and OPIs are meaningful and customer centric.

7.5 Financial monitoring We will undertake continuous financial monitoring to ensure that expenditure is within budget, and we deliver VFM through comparing market trends and material supply chains.

7.6 What is covered by the repairs and maintenance service

7.6.1 We want to make sure repairs are done quickly and to a good standard. Our aim is to avoid unnecessary delay

7.6.2 Emergencies

- Dangerous structures
- Gas leaks
- Blocked/overflowing drains
- Burst pipes
- Electricity supply- Complete Failure
- Blocked WC
- Flooding

7.7 NLMHA's Responsibility

It is our responsibility to keep the structure and exterior of your home in a good state of repair. This includes:

- drains, gutters and external pipes
- roofs and chimney stacks
- outside walls, external doors (back and front) and windows including locks (external only) and fixtures and fittings
- internal walls, ceilings, floors and staircases
- kitchen units
- pathways, steps and other means of access
- garages and storerooms.
- communal gardens and common areas including communal lighting, staircases, and flooring.

7.8 Installations

We will also make sure all the installations we provide are in safe working order. These include:

- installations for the supply of gas, water, electricity and sanitation
- basins, sinks, baths and toilets.
- heating, hot water installations and water heaters

7.9 Tenant's Responsibility

To look after the property and carry out minor repairs including making good any damage caused by yourselves, friends or family. These include:

- Replacement of locks to your front entrance door due to loss or misplacement of keys, except in special circumstances at the discretion of the maintenance manager.
- Reglazing not due to a component failure, except in special circumstances at the discretion of the maintenance manager.
- Replacement of internal doors
- Replacement of internal fixtures and fittings, such as door latches and handles, window locks, cupboard locks etc.
- Connecting cookers and washing machines
- Redecoration - this includes any damage to decorations caused by water penetration. You should take out Home Contents Insurance to cover you for this type of accident
- Damage resulting from neglect or misuse
- Pest control where tenant neglect contributes. Treatment may be carried out in special circumstances at the discretion of the maintenance manager.

8 Contractual Obligations

8.1 NLMHA will comply with the provisions concerning keeping properties in a state of good repair as stipulated in the Landlord and Tenant Act, 1985. The Housing Act 1988, and the Defective Premises Act 1972.

8.1.1 In providing its maintenance service NLMHA will comply with the:

- Health and Safety Act 1974.
- Race Relations Act 1976.
- Sex Discriminations Act 1975.
- Finance Act 1976 re: taxation.

8.2 Responsive Maintenance Service

8.2.1 NLMHA will respond to tenants reporting the need for repairs, as and when this arises.

8.2.2 A reporting procedure will exist for both in and outside working hours. Repairs will be carried out within given time periods depending on the nature of the repair.

8.2.3 The ordering of repair work will be monitored according to the maintenance authorisation limits as detailed in Part 2 - "Responsive Maintenance". Where appropriate, service contracts with suppliers will exist, and be enforced in response to necessary repairs.

- 8.2.4 The department must, though, operate within budgetary limits. Repairs classified as low priority may therefore, if such financial circumstances prevail, be delayed.
- 8.2.5 Procedures concerning access arrangements, investigation of extent of the repair, inspection and reporting of completed work, are detailed in Part 2 - "Responsive Maintenance".
- 8.2.6 The maintenance manager will monitor the activity of the maintenance department. A schedule of repairs being undertaken will be provided on a regular basis by the maintenance department.

8.3 Planned Maintenance

- 8.3.1 In addition to treating the "symptoms" of disrepair, NLMHA endeavours to prevent deterioration by planning replacement and renewal of components and materials relating to their expected life cycles.
- 8.3.2 Maintenance of decorations which are NLMHA's responsibility will be carried out in 5 yearly cycles. At the same time as undertaking this work NLMHA surveys the relevant properties for any other defects and will include this, if appropriate, in the cyclical maintenance programme.
- 8.3.3 In addition, NLMHA will engage external consultants to survey 100% of its housing stock on a 5-year cycle. The findings will be compiled into a replacement and forecast renewal programme.
- 8.3.4 From this medium-term 5 years programme, expenditure patterns can be discerned, and used to project costs, according to general property type classifications, for NLMHA's stock during the life of its outstanding loans.
- 8.3.5 A judgement as to the adequacy of sinking fund contributions will be therefore possible.

9 Cost Effectiveness

9.1 An emphasis on preventative maintenance to reduce the need for reactive measures is the first step towards greater cost effectiveness. Therefore, the surveying of the condition of NLMHA's stock, and keeping this information up to date, is regarded as a key activity in controlling cost.

9.2 when repair work is commissioned, administrative systems exist to ensure that value for money is achieved. These involve:-

- the inspection of the defect and the remedial work depending on the value of the work.
- authorisation of ordering and payment of work will involve senior officers depending on the value of the work and in accordance with our standing orders.
- a proportion of any one contractor's work will be inspected irrespective of the value of the work.
- remedial work will be inspected whilst being implemented depending on the length of the contract.
- a list of contractors will be selected on the basis of proven reliability and financial soundness.
- where possible a schedule of rates will be agreed with contractors to achieve consistency of pricing.
- expenditure will be monitored continually, against budget limits.
- Planned repairs will be "batched" where possible to benefit from the economy of scales. where appropriate repair costs will be recovered from insurance or tenants.

10 Designing Out Maintenance

10.1 The maintenance department will analyse the types of repairs it undertakes and feedback this information to the Asset & Compliance department by participating in design meetings for new projects.

10.2 The Maintenance Manager is expected to inspect projects during the construction period and attend snagging and defect inspection meetings.

11 Accountability

11.1 The cost of the maintenance operation and quality of service are key factors in the rent setting and grant rate debates.

11.2 The Board of Management will carefully monitor the performance of the department.

11.3 Quarterly reports will be submitted to the committee containing information on:

- the number of repairs ordered and their completion in terms of agreed response times.
- committed expenditure in relation to budget heads.
- maintenance performance in relation to void properties.

11.4 Annual reviews of the panel of contractors, and tenants' satisfaction will also be reported to the committee.

11.5 Should the complaint procedure be initiated in relation to maintenance this will be reported to the next committee meeting.

11.6 Informing tenants about their right to compensation for failure to meet repairs targets and reporting payments made to the Board of Management.

11.7 Other Related Policies

- a. Mould & Damp Policy
- b. Fire Safety Policy
- c. Electrical Safety Policy
- d. Asbestos Policy
- e. Health & Safety Policy
- f. Aid & Adaptations Policy –
- g. Complaints and Compensation Policy
- h. Allocations Policy
- i. Void Policy
- j. Stock Condition Survey Policy

11.8 Statutory responsibilities and performance expectations

In development, implementation and review of this Policy, NLMHA will have regard to the relevant legislative framework including but not exhaustively the following:

- The Housing Acts 1985, 1996 and 2004
- The Landlord and Tenant Act 1985 (s11)
- The Leasehold Reform Act 1993 (s121 and 146)
- Health & Safety at Work Act 1974
- Gas Installation and Use Regulations 1998
- Electrical Equipment (Safety) Regulations 1994
- Environmental Protection Act 1990 (s79-82)

- Occupiers Liability Act 1957 & 1987
- Defective Premises Act 1972
- Right to Repair Regulations 1992
- Decent Homes Standard 2006
- The Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Building Safety Act 2022
- Housing & Regeneration Act 2008
- Any amendment and updates to the above legislation

11.9 Landlord/Tenant obligations and responsibilities

Obligations and responsibilities for NLMHA as well as the tenant are detailed in the Tenants Information Pack and the Tenancy Agreement.

The additional responsibilities for the association are as follows:

- Under Section 105 Housing Act 1985 landlords in England and Wales must make arrangements to consult secure tenants on various housing management matters including, maintenance, improvement or demolition... the provision of services or amenities”.
- Under the terms of “Tenants Guarantee”, for assured tenants, housing associations are required to consult their tenants about proposed changes in management and maintenance policy which may affect a substantial proportion or number of tenants.
- Under Section 96 Housing Act 1985, secure tenants have a right to carry out certain repairs and claim the cost on completion. The repair must be one for which the landlord is responsible.
- Section on 97 of the Housing Act 1985 provides that secure tenants may not make any improvements to their home without the written consent of the landlord. The consent should not be unreasonably withheld but can be made subject to condition.

12 Processing and dealing with repairs

12.1 This section outlines the procedure for accepting and dealing with repairs:

12.2 Tenant, Housing Officer, (or other) will telephone NLMHA’s Maintenance Dept. If the Maintenance Officer is not available, a housing officer will receive the details. If a repair is reported in writing, a Repair/Defect Order Form should be completed and passed to the Maintenance Officer.

12.3 The Maintenance Officer, or Housing Officer will complete an “order form”, which establishes the type of repair, what priority it is in terms of response times, and what the access arrangements will be.

12.4 On the basis of this information the Maintenance Officer will check that this report has not been made before and then will estimate the cost of repair and decide whether to inspect the property.

12.5 The quality of information provided at this stage is very important. Officers will encourage tenants to be as explicit as possible.

12.6 Subject to the authorisation procedure detailed below, the Maintenance Officer will issue a works order; having noted the date of the order, the order number, and the estimated cost, on computerised systems.

12.7 If the estimated cost of the work is in excess of £2500 and below

12.8 £5,000, three competitive quotes will be sought, if over £5000, a tendering procedure will normally be required, otherwise work is ordered directly with a contractor from NLMHA’s approved list.

12.9 The Maintenance Officer is able to authorise work estimated under

12.10 £500. Between £500 and £2500 the Housing Services manager can authorise. For amounts estimated to be in excess of £2500 the Chief Executive will be required to authorise the work.

12.11 An order is issued to the relevant contractor, and is signed by the Maintenance Officer

12.12 On completion of the work, depending on the value of the work and the frequency with which the contractor has been used, the Maintenance Officer will inspect the work, or will rely on confirmation from the tenant that the work has been satisfactorily completed, either by signing a satisfaction slip or when contacted in writing by the Maintenance Officer.

12.13 1 The invoice for the work will be reconciled with the estimate, and the amount input onto the computer. Should the amount vary from the original estimate by over £100 excluding VAT, the Maintenance Officer will prepare the payment voucher for the invoice.

12.14 The finance department will receive a copy of the repair report form, or the quote, if applicable, in addition, a copy of the order form, and the invoice will accompany the authorisation to pay form and check that the invoice has not been paid before.

12.15 A copy of the repair order form, quote or tender price if applicable, plus the order form, the invoice, and the authorised payment voucher will be placed on the property file.

13 Response Times

These are self-imposed standards of performance in respect of how long it will take to complete a repair

Repair types are prioritised in terms of:

13.1 Repairs that pose a health or safety risk

- P1- Emergency Repairs:
- Response Times: 4 - 24 hours
- Target/Completion Time: 48 hours - 5 days.

13.2 Repairs that cause serious disruption to the resident's comfort

- P2- Urgent repairs.
- Response Time: ≤ 24 hours
- Target/Completion Time: 48 hours - 5 working days.

13.3 Less urgent repairs where enjoyment of the property is not significantly affected.

- P3-Routine Repairs,
- Response Time: ≤ 28 days
- Target/Completion Time: ≤ 28 days

Appendix 1- Response Times

Priority Types	Response Time (≤)	Target/ Completion Time (≤)	Type of Repair
<p>Priority 1 – Emergency</p> <p>An emergency is a situation that is either dangerous or likely to become so, or a serious health risk. It could also be a situation where immediate action will prevent serious deterioration in the property.</p> <p>On occasions because of the needs of a specific tenant, a less serious repair can be treated as an emergency</p> <p>e.g. no hot water/heating when the tenant is very elderly or there is a very young child in the household.</p>	24 hours	48 hours – 5 days	<ul style="list-style-type: none"> • Total loss of power • Unsafe electrical light socket on fitting • Total loss of water • Burst pipe • Total loss of gas supply • Blocked flue to boiler • Total loss of space and water heating between 31/October -1/May • Blocked foul drain, soil stack • toilet pan • Toilet not flushing • Leaking water pipe, tank, cistern • Insecure external window, door or lock
<p>Priority 2- Urgent</p> <p>These will normally involve items that are materially affecting the comfort of tenants and may be causing some deterioration to the fabric of the building.</p>	24 hours	48 hours - 5 working days.	<ul style="list-style-type: none"> • Damp/Mould/ Condensation • Follow on work after emergency dangerous brickwork, fencing ceiling • Partial loss of electrical power • Partial loss of water supply • Partial loss of space of water heating between 01/11/– 30/03 • Blocked sink, basing, bath • Tap which cannot be turned

			<ul style="list-style-type: none"> • Loose or detached banister or handrail • Rotten timber flooring or stairs • Graffiti after harassment • Dangerous lighting or wiring • Glazing
<p>Priority 3 - Routine</p> <p>These are repairs that should be seen as essential to the tenant's comfort in the home.</p>	28 days	28 days	<ul style="list-style-type: none"> • Leaking roof (minor) • Door entry phone not working • Mechanical – extractors fan in internal kitchen or bathroom not working • Repair to cold & hot water supply • Electrical points/storage heater • WC, basins, sink • Gas heating appliance and system • Repair to floor, door, windows • Defective gutters and flashings
<p>Complex Repairs</p> <p>Major or routine repairs which will take longer to complete than a tenant would wish but because of the work necessary, requires specification to be improvement prepared or estimate for work to be obtained.</p>	28 days	3 Months	<ul style="list-style-type: none"> • Damp proofing • Dry rot • Wood worm • Roof renewals • Aids & Adaptations • Security improvement • Lift Replacement