

Repair Response Times

We have set timescales and targets for carrying out repairs and will always aim to attend within the target time.

Repairs are prioritised depending on their urgency



EMERGENCY

Attend and make safe
within 3 hours eg:

- *Gas Leak
- *No Electricity
- *No Water
- *Flooding
- *Fault with Main Door

SAME OR NEXT DAY

Attend and make safe within
24 hours eg:

- *Leaking Taps
- *Boiler Faults
- *Toilet Blockages

URGENT

Target 7 Days eg:

- *Valves/Radiators
- *Leaking Toilet
- *Electrical Appliance faults
- *Gr Floor Window pane damage(eg: cracks)



ROUTINE

Target 28 calendar days eg:

- *Plaster work
- *Slow drains
- *Leaking gutters
- *Dripping overflows
- *Sticking doors & windows
- Slow draining sinks, baths & basins
- *Flooring replacement
- *Refitting kitchen work tops and Cabinets
- *Tiling



We will let you know of the repair category when you log your repair with us