

# Appendix 1

## Repairs Priorities

### Priority 1 – Emergencies attend in 2 hours complete in 24 hours

This is where there is likely to be a danger to life or limb or major damage to your home or surrounding homes. These include:

- gas leaks – phone TRANSCO, 0800 111 999
- total or partial loss of gas supply
- total loss of hot water
- total loss of heating – between dates 1 October to 31 March (Winter)
- blocked flue to heating appliance
- partial loss of heating – between dates 1 October to 31 March (Winter), (one radiator not working but where required by elderly, infirm, infants)
- partial loss of heating – between dates 1 October to 31 March (Winter) (2 or more radiators)
- total loss of drinking water
- blocked or leaking drain or sewer (this may be Severn Trent Water's full responsibility if the property was built to 1936)
- blocked toilet – but only if there is no other working toilet for your home
- tap which cannot be turned off
- severe leaking water or heating pipe, tank, cistern or toilet
- overflow running full bore
- make safe insecure window, external door or external lock
- faulty staircase and corridor lighting in blocks of flats or sheltered accommodation for older people
- dangerous structures such as loose cast iron rainwater gutters, unsafe chimney stacks or roofs
- dangerous electrical wiring, sockets, switches, lighting
- repairs causing serious danger to the security of the home
- total loss of electrical power.

### Priority 2 – complete within 3 working days

This is for very urgent repairs that do not fall into priority 1. These include:

- total loss of heating – between dates 1 April to 30 September (Summer) (3 days)
- partial loss of hot water (one tap left running only) (3 days)
- leaking water or heating pipe, tank, cistern, toilet (dripping or slight)
- blocked sink, bath, or basin
- partial loss of electrical power lighting (apart from elderly and disabled)
- loose or detached banister or handrail
- rotten timber flooring or stair treads.

### **Priority 3 – complete within 7 working days**

**These are for urgent repairs that do not fall into priority 2. These include:**

- electrical fitting not working but which is not a danger to health
- leaking hot water tanks and other sanitary or water appliances, not dealt with under priority A and B
- replacement of cracked or faulty back boilers where there is no hot water or heating available
- all other partial loss of heating
- partial loss of water – one (1) tap not working
- tap that cannot be turned on
- taps dripping
- overflow dripping
- toilet that won't flush – where there is another working toilet in your home
- replacement of toilet seats
- broken glass in windows and doors where the Council is responsible for the repair (our initial action may be to board over the area to make safe and secure)
- broken chimney pots
- holes in a roof where rain is coming in (weather permitting for health and safety reasons)
- collapsed ceilings (following water leaks etc, we will remove and make safe)
- partial loss of heating between dates 1 April to 30 September (Summer) e.g. one radiator not working
- domestic cooker installations (service subject to conditions)
- door entry phone not working
- mechanical extractor fan to kitchen/bathroom not working.

### **Priority 4 – complete within 30 working days**

**These are non urgent repairs. These include:**

- sanitary or water appliances that need replacing but are not leaking
- rainwater gutters and pipes leaking or blocked
- re-hanging or renewing internal doors
- easing all doors
- letterboxes
- weatherboard
- easing windows
- kitchen units – replacement and repairs
- repair garage doors and frames
- washing line posts
- floor repairs
- non-urgent fireplace repairs
- non-urgent roof tiling
- damp course repairs
- skirting boards
- non-urgent electrical work.

## **Priority 5 – complete within 90 working days**

**This is for non-urgent routine maintenance work or other specialist work**

- major joinery repairs, e.g. external doors and frames (single elements, not bulk)
- complete replacement of garage doors
- replacement gates
- re-pointing works or rendering brickwork (small areas)
- chimney stack pointing
- complete overhaul of rainwater gutters and pipes (other than three storey structures)
- garden walls and fencing (small areas)
- concrete footpaths and drives (small areas).