

Repairing and maintaining your property



How long will my repair take to be fixed?

We prioritise repairs in order to deal with them efficiently and make sure that the most urgent repairs are dealt with first:

Priority 0: emergency response

Where works are required to avoid serious health and safety hazards or prevent serious structural damage to your home – these will be attended and made safe as a matter of urgency.

Where works are an emergency such as complete loss of power or water, uncontrollable burst pipes, or broken windows to be secured – full repairs will be prioritised and carried out as necessary.



Priority 1: 24 hour response

Priority one repairs are for example partial loss of power, lighting or total loss of heating, leaking roof, no hot water, or serious plumbing leaks, which will all be attended to within 24 hours. Light bulbs in your home which have blown are not our responsibility. If drains are blocked and the cause is due to misuse, then we will re-charge the costs of unblocking or fixing the drains to you.



Priority 2: response within 3 to 7 days

Priority two repairs are for example electrical repairs such as rectification of a fault to an internal lighting or power circuit, minor leaks, partial loss of heating or re-glazing.



Priority 3: non-urgent response

Works such as repairing internal doors and fixing a dripping tap will be carried out within approximately 20 days.



Priority 4: planned maintenance

We have planned maintenance programmes for equipment such as lifts, fire alarms, emergency lighting, communal water systems, and the emergency call system.