

## Response Times to defects policy

### Priority A: Response within 12 or 24 hours (\*)

<b>Structural</b>	Make safe dangerous structures, including ceiling collapses by removing dangerous components and the placing of any necessary propping, shoring or boarding
<b>Drainage</b>	Blocked WC when only one fitted per home Blocked or leaking main drain soil pipe Make safe unprotected manhole
<b>Electrical</b>	Loss of all lights or power to the full property on a full floor, i.e. ground or first floor. Unsafe fittings or exposed wirings(*1) Check electrics after burst pipe or flooding Loss of water heating when only one source
<b>Gas</b>	Loss of gas supply Dangerous appliances Loss of water heating when only one heat source Clear blocked flue to boiler
<b>Glazing</b>	Re-fit broken window or temp secure in interim until its repaired
<b>Joinery</b>	Securing of unsafe and/or unsecure vacant and occupied properties including after fire damage Make entry to property for authorised persons Change locks after gaining entry
<b>Plumbing</b>	Bursts to boilers, pipes, cylinders, tanks and radiators Total loss of cold water supply Failure of flushing mechanism where only one WC. Uncontainable leak from water or heating pipes, tanks or cisterns
<b>Roofing</b>	Make safe unsafe roofs where possible after storm (*2) damage to avoid danger to occupants or risk to property Weather conditions will dictate if it is safe to access the roof.

## Comments

\* General comment: **(insert contractor name)** will attend site within the relevant timescale allocated but completion of works will be dependent on access to the property and parts being available. We will endeavour to make things safe and secure in the interim.

\*1 Costs may be incurred if homeowner has damaged/modified fittings

\*2 Costs may be incurred as under warranty providers suggests contractor will not be responsible for damage caused by storm. We appreciate the Healthy and Safety implications so we will react accordingly, weather permitting.

## Priority B: Response within 7 Days (\*)

<b>Brickwork</b>	Repairs to structural brickwork requiring urgent attention Paths/steps repairs where it is unsafe
<b>Drainage</b>	Blocked Secondary WC Blocked gullies Renew/repair manhole covers/inspection covers and gully covers
<b>Electrical</b>	Loss of Primary water heating Carbon monoxide and smoke alarm repairs Cooker circuit fault Repairs to door Entry system Repairs to fans in kitchen or bathroom Partial loss of electric power
<b>Gas</b>	Loss of water heating where only one source Major cooker repairs
<b>Glazing</b>	Renew broken double glazed window, door or roof light where previously made secure.(*1)
<b>Joinery</b>	Make safe loose or detached banisters or handrails Make safe rotten timber flooring, stair thread or floor tiling to communal areas where unsafe. Essential external joinery where defect is causing water ingress.
<b>Plumbing</b>	Partial loss of water Work to unusable wash hand basin(*1) Repairs to unusable bath/shower where only means of bathing Minor repairs to gutter and fall pipes to ensure safe access and avoid risk to property(*2) A tap that cannot be turned Repairs to unusable secondary WC or kitchen sink Minor or containable leaks to pipes, boilers, cylinders, tanks and radiators Running water from overflow or taps Blocked sink, bath or basin.
<b>Roofing</b>	Repair/make safe leaking roof to main dwelling Renew/replace tiles, slates, ridges felting and flashing to outbuildings or main dwelling if no rain penetration*(2)
<b>Floor tiling</b>	Repair unsafe floor tiles/coverings to communal areas.

## Comments

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\*1 Costs may be incurred if homeowner has damaged/modified fittings

\*2 Costs may be incurred if damage was caused by inclement weather conditions such as heavy snow or ice for example or storm damage.

## Priority C Response within 28 Days

<b>Drainage</b>	Exposure and inspection of drains after repeated unsuccessful clearance.
<b>Electrical</b>	All non-urgent works not previously mentioned Repair/Renew extractor fans when not in internal rooms.
<b>Gas</b>	Hot water supply when secondary source Replace/renew appliances (beyond repair and inoperable) General repairs to solid fuel appliances Renewal of stadium vent
<b>Voids</b>	Routine void repairs New tenant repairs (identified before occupation)
<b>Bricklaying</b>	Repairs to paths, steps and walls requiring minor attention Temporary or minor repairs to metal gates.
<b>Joinery</b>	Essential minor joinery works not specified previously
<b>Plastering</b>	Plaster walls, ceiling, plaster vents
<b>Plumbing</b>	Renew tap washers to dripping taps Renew WC seat(*2) Repair of dripping overflow Renew taps, tanks, cylinders, pedestals , cisterns etc.(*3) Hot water supply when secondary source
<b>General</b>	Works to assist investigation of dampness, condensation, mould growth , wall discoloration (DPC renewal, installation of fans etc. to be placed on P code)

### Comments

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\*2 Costs may be incurred if homeowner has damaged/modified fittings

\*3 Costs may be incurred if homeowner has damaged/modified fittings

\*4 Costs may be incurred if damage was caused by inclement weather conditions such as heavy snow or ice for example or storm damage.