

Repair Response Targets

Every repair or defect reported to the Office will be dealt with according to the following priorities; each will be investigated and the appropriate follow-up action taken, with Residents updated where necessary

Code	Target	Description	Examples (not exhaustive)
Assessment	Phone / in person: Within 24 hours /Next working day	All reported repairs Investigate and propose remedy / action, allocate to priority tracks as below	May include 'quick fixes' – eg unblocking sink to investigate possible blocked stack. Minor heating - eg unsticking radiator valve to determine that supply is reaching property.
Priority 0	Within 24 Hours	Emergency work which is necessary to remove or prevent health hazards, dangers to life, limb or the security of the property, and circumstances affecting vulnerable Residents (infants, the disabled or the elderly).	Total loss of water supply Total loss of heating or hot water between 1 st October and 30 th April Blocked or leaking foul drain or soil stack Leaking pipework affecting causing critical damage to than one property (pouring) Total loss of light to a communal area Lift breakdown Reglazing in area accessible by public: <u>MAKING SAFE</u> Marking of trip hazards Removal of graffiti Widespread (block wide) loss of TV signal
Priority 1	Within 3 days	No immediate hazard present but indicative of a wider problem.	Partial loss of water supply Partial loss of heating or hot water Partially blocked/slow drainage Partial loss of lighting on walkway/stairwell Making safe loose/uneven paving Roof leaks/leaks entering property (drips) Reglazing in communal area – no imminent hazard Loss of bathroom ventilation Removal of hazards blocking escape route
Priority 2	Within 10 days	No immediate hazard or likelihood of permanent damage	Minor roof leaks / water ingress (damp)
Priority 3	Within 30 days	Minor cosmetic defects, minor permanent repairs following making safe (see Priority 0); works up to £3k value	Making good of external decorations (localised damage) General roofing repairs Drainage repairs (requiring building works)
Priority 4	Within 3 months	Non-emergency work requiring planning / resident liaison / multiple quotes (£3k+) Non-emergency and planned works subject to Section 20	Redecoration - to allow for drying out following leaks or other instances, (following 0,1,2 above) Precautionary repairs of eg balconies. Expansion joints
PPM	Programmed	Planned Preventative Maintenance	M&E items, Servicing of fixtures, Safety equipment,
On hold	Review monthly	Works referred to board for decision, unforeseen circumstances / beyond our control.	Project works such as y1 major works, board projects, miscellaneous works affected by other issues (eg bridges)
<i>NB - Target times are provided for general guidance; a number of factors beyond our immediate control can affect these – eg availability of parts, access issues etc.</i>			