

## How long will it take to do a repair?

We prioritise repairs according to how urgent they are and how they affect the safety and security of your household, your property or your possessions.

### These are our current priorities with timescales:

#### Within 4 Hours

- Burst water main / pipes / severe flooding
- Gas leak  
If your emergency is a gas leak, you should ring National Grid emergency gas service on 0800 111 999. **You should also:**
  - Open doors and windows;
  - Put out cigarettes and naked flames;
  - Leave the area where there is a smell of gas; and
  - Do not touch light switches or sockets
- Blocked flue

#### Within 24 Hours

- Major water leaks
- Total loss of water(except where interrupted by the suppliers);
- Total loss of electricity (check with electrical supplier first to make sure there isn't a power shortage)
- Damage or fault to external doors and windows leaving the property insecure
- Unsafe electrical fitting
- Fire damage
- Total loss of gas supply (except where interrupted by the suppliers);
- Failure of warden / alarm call system
- Blocked mains drain soil pipe
- Blocked toilet where there is only one toilet at the property
- Loss of power(except where interrupted by the suppliers);
- No electrical supply to socket outlets or fused spurs
- Failure of lift
- No heating in severe weather (winter) October – April (where there is no secondary form of heating).
- Hot water loss
- Offensive or racist graffiti
- Failure of individual door entry phone preventing remote release of door lock.

#### Within 7 Days

- Blocked drains, sinks, basins, baths, toilet (after trying commercial cleaning products)
- Defective toilet cistern (not flushing)
- Heating faults & breakdowns (if secondary form of heating is available or its during summer: May to September)
- Hot water faults & breakdown (if secondary form of hot water available)
- Failure of communal door entry phone (where speaker / microphone is not working)
- Damage / fault to stair treads / hand rails/ banisters
- Minor water leaks

- Faulty communal TV aerial systems
- Loss of lighting (not light bulbs)

### Within 28 Days

- Repairs to external walls, fences and paths
- Repairs to walls, brickwork, slates and tiles
- General joinery repairs
- Repairs to door, windows and floors
- Repairs to tiling
- Repairs / blocked gutters and downpipes
- Repairs to kitchen fittings
- Repairs to plaster work
- Minor plumbing repairs-leaks, dripping overflows etc
- Graffiti
- Faulty extractor fan
- Minor electrical faults

### Please note

- We aim to complete the repair within these times, but this may not be possible on the first visit if parts or specialist equipment are required.
- We will make every effort where possible to provide a temporarily fix or supply.
- If the loss of services (Gas / Electricity / Water / Sewerage) to your property is caused by maintenance works, alterations or a fault located within the public highway it is the responsibility of the utility company / service supplier.
- If the repair being reported is the result of a criminal act you must report this to the Police and get a crime number to provide to the Ability Customer Service Centre.
- Some faults or damage may need to be looked at first by your Housing Services Officer or by the Maintenance Manager. If this is the case, we will aim to arrange an appointment with you within 7 days.