

The Repairs Priorities Service Standard

We have set targets for the maximum time you should have to wait for a repair.

Emergency repairs

Target response time: **within 24 hours**

Emergency repairs are those needed to avoid serious danger to health or safety or extensive damage to buildings and property.

The sort of repairs that should be reported as emergencies include:

- A burst pipe that you cannot stop by turning off the stopcock
- A total loss or major fault with your electricity supply
- A blocked external drain
- A blocked toilet if you have only one toilet in your home
- A total loss of water
- Flooding to your home
- Major structural damage
- A security issue with your outside doors or windows.
- Total loss of hot water or heating for elderly/vulnerable tenants or during period 1 November - 31 March
- A broken down lift
- Failure of the Warden Alarm / Call system
- Fault to the communal door entry system if the door is locked
- Fire damage, to make safe
- Health & Safety Works

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- A blocked Flue
- A total loss of gas supply
- A Gas Leak – Report immediately to Transco on 0800 111 999

Do **not** report emergencies via Housecall on the Newydd web site

Urgent Repairs

Target response time: **7 calendar days**

These are repairs that may affect the comfort of the tenants and may cause damage to the property if left too long. Although these may not be emergencies, they need to be dealt with quickly.

The sort of repairs that should be reported as urgent are:

- Faulty electrical fittings and minor electrical faults
- Hot water or Heating faults / breakdown
- Total loss of hot water during period 1 April – 31 October
- Leaking roof, missing roof tiles and faulty / blocked guttering causing serious problems of water penetration
- Defective cistern or overflow
- Failure of the entry phone
- Fault on the communal door entry system and defaulting to open
- A faulty extractor fan
- Fault on the communal TV aerial
- Severe dampness
- A security problem with internal doors and windows.
- A broken window handle if a security or health & safety problem
- Damage to a stair tread or hand rail / banister
- Defective flooring which is a health & safety problem

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Routine repairs

Target response time: **28 calendar days**

These are repairs that are not urgent, although they may be inconvenient.

Examples of these types of works are:

- Repairs to external walls, paths and fences
- Plaster repairs
- Repairs to windows and window handles that are not a health and safety or security issue
- Repairs to wall tiles (kitchen/bathroom)
- Repairing and cleaning of gutters and down pipes
- Minor plumbing repairs and day to day repairs & replacements
- Repairs to internal doors, floors
- Repair to a kitchen
- Leaking taps or shower units
- Repair to flooring which is not a health & safety issue