

8. The following contractual repairs timescales must be adhered to

8.1 Immediate: within 2 hours. Examples provided below

- Flooding or free standing water within property
- Water penetration through the structure
- Damaged asbestos lining through the structure
- Fire damage
- Structural instability

8.2 Emergency: within 24 hours. Examples provided below.

- No operational smoke alarms - *or CO2 detector if gas in house*
- Partial loss of mains water or electrical services
- Plumbing leaks that affect other properties - *heavy leaks*
- Bared or exposed electrical wiring
- No operational hot water supply - *usually give an extra kettle, then 7 days*
- No heating system - *should relocate if not repaired in 24 hours*
- Blocked drainage inside or out that affects the accommodation
- Falling or unstable ceiling
- Hole in or weakened floor
- Ground floor windows or entrance doors that are *incapable* of being closed or locked
- Complete loss of mains water, electrical services and gas supply

8.3 Urgent: within 7 working days. Examples provided below.

- Taps requiring new washer
- Doors and windows requiring easing
- Broken glazing (make safe) - *usually 24 hours*
- Whole cooker not operational - *hob rings or microwave usually given*
- No valid gas / electrical safety certificate
- Lounge heater *not working* - *usually provide a temporary heater*
- Broken toilet cisterns / baths

8.4 Routine repair: within 28 working days. Examples provided below

- Glazing repairs - *usually 7 working days*
- Washing machines
- Cooker ring, oven or grill
- Fridge / freezer - *broken fridge usually 7 working days*
- Resealing of baths
- Splashbacks / grouting
- Toilet seats
- Furniture repairs
- Balcony netting
- Bedroom, kitchen, hall or bathroom heaters - *one usually repaired in 7 working days*
(all of these together would be classed as an emergency)
- Minor water leak

***Where the timescale is in days, it means working days (there are 5 working days in one week)
A Public or Bank holiday is not a working day either***

Asylum Seeker Housing Project comments in italic