

List of emergency repairs

Regarding assessing priorities for reported repairs, we will take into account tenants' views and diverse needs. This may include, for example, increasing the priority of repairs for some older tenants and where a household member has a disability. For tenants experiencing domestic abuse or anti-social behaviour, we can install extra locks and security lights in order to help safeguard them.

These are the council's timescales for carrying out repairs to council homes:

Priority 1 – a 4-hour in or out of hours emergency repair

A Priority 1 repair is a '4-hour in or out of hours emergency repair' and relates to an emergency to the property that causes an immediate risk to life or major risk to property. You should report it the council by phone.

A 4-hour repair with the conditions above will be attended to within 4 hours to make safe. Please be available to give access and note that, as per your Tenancy Conditions, if there is an emergency and we need to get into your home immediately, we have the right to force entry without giving you notice.

If the Priority 1 is reported out of hours, the out of hours period operates from 5pm to 9am weekdays, and from 5pm on Friday to 9am on Monday.

Examples include:

- Loss of power
- Uncontainable water leak (i.e. bucket fills within 20 minutes)
- No heating and hot water from boiler – depending on vulnerability of resident
- Imminent risk of/ or collapsed ceiling
- Faulty block entry door – won't open (only for blocks without a separate emergency exit)
- Any communal fire panel issue/fault that may be affecting functionality
- Lift entrapment
- Communal/sheltered passenger lift breakdown (only for blocks with one lift)
- Breakdown of stairlift, hoist or domestic disability lift equipment (once DDA repairs and maintenance contract is in place)
- If on the ground floor, making the property secure by boarding up

Priority 2 – urgent 24-hour repair

A Priority 2 is an urgent 24-hour repair, and we will attend the property and try and fix the problem within 24 hours. If the repair is reported after 3pm, the 24 hours starts from 9am the following day.

These should be reported by the resident by phone.

Examples include:

- Partial loss of electrical power
- Failure of all lighting on communal stairways (not loss of power)
- Total loss of cold water supply
- Making the property secure by boarding up (if not on the ground floor), unless being investigated
- Containable water leak (i.e. bucket takes longer than 20 minutes to fill)
- Faulty block entry door
- Locked in or out of individual property (Lost keys - rechargeable service)
- Communal/Sheltered - a passenger lift or a personal mobility lift breakdown where we remain responsible for repairs/servicing (if more than one lift/stair lift)
- Anti-fungal mould treatment (investigation)
- Back surge blocked drain - internal
- A blocked toilet (if it's the only accessible one in your home)
- Overflowing sewage within grounds (back surge)
- Blocked drain – blocked sink, bath or basin
- Loose or lost roof tiles