

Appendix 5

Summary of Proposed Changes in Repair Obligations and Timescales

Notes:

All Council repairs assume fair wear and tear and NOT misuse or deliberate or reckless damage, or where the repair is needed as a result of lawful forced entry, neglect or sub-standard work by tenant.

Any repair to an item which is a fixture or fitting installed by the tenant, with or without permission from the Council, is the responsibility of the Tenant

Repair	Existing	Proposed	Change?	Notes
General and miscellaneous				
Repairing damage caused by tenant, occupant or visitor to property	Recharged to tenant	Recharged to Tenant		
Items fitted by a previous Tenant and accepted by Tenant on taking over the tenancy	Tenant	Tenant		
Cleaning or decorating the interior of property to restore it to acceptable state	Tenant	Tenant		
Reinstating wall and ceiling finishes where the Tenant has applied additional finishes	Tenant	Tenant		
Plumbing of washing machines	Tenant	Tenant		
Waste blockages of washing machines	Tenant	Tenant		
Connection of cooker	Tenant	Tenant		
Domestic appliances (unless supplied by the Council and not gifted to the Tenant)	Tenant	Tenant		
Fixtures and fittings	Tenant	Tenant		
Flooding	Council	Council		
Infestations (of any kind, to include, mice, cockroaches and bed bugs)	Council	Recharged to Tenant	✓	Charges will be made in accordance with the Council's agreed fees and charges
Adaptations				

Repair	Existing	Proposed	Change?	Notes
Stair lift broken	Council	Council		
Shower seat loose or broken	Council	Council		
Hand or grab rail to bathroom/shower room loose or broken	Council	Council		
Sealed bathroom flooring is damaged	Council	Council		
Hand or grab rail to external door loose / broken	Council	Council		
Aerials, satellite dishes and TV outlets				
Communal TV aerial is not working properly	Council	Council		
Putting up TV or radio aerials, or satellite dishes, on the outside of the property	Tenant	Tenant		
Loose aerials and satellite dishes	Tenant	Tenant		
TV aerials, sockets, and cabling	Tenant	Tenant		
TV outlet is damaged beyond repair or is not working properly	Council	Recharged to Tenant	✓	Unless a communal TV aerial
TV outlet is not working properly	Council	Recharged to Tenant	✓	Unless a communal TV aerial
Baths, sinks, basins, showers and toilets				
Trying to clear blocked baths, basins, sinks, toilets and drains	Council	Tenant	✓	This assumes blockages can be cleared with a plunger or suitable cleaning agent and not attempting to clear / empty pipework. Once a tenant has tried to clear if a blockage remains they should contact the Council for a non-rechargeable repair. Provide YouTube videos to assist
Cleaning and removing limescale from baths, sinks, basins, taps and showerheads	Tenant	Tenant		
Keeping waste pipes clear and removing any blockages that happen	Council	Tenant	✓	This assumes blockages can be cleared with a plunger or suitable cleaning agent and not attempting to clear / empty pipework. Once a tenant has tried to clear if a blockage remains they should contact the Council

Repair	Existing	Proposed	Change?	Notes
				for a non-rechargeable repair. Provide YouTube videos to assist
Replacing plugs and chains to baths, basins and sinks	Council	Tenant	✓	

Repair	Existing	Proposed	Change?	Notes
Repairing Tenant installed items (for example, shower, extra tiles.)	Tenant	Tenant		
Renewing wall tiles and seals around baths, basins, sinks and showers	Council	Council		
Tap washer replacement	Council	Council		
Basins and sinks				
Trap to sink/basin damaged	Council	Recharged to tenant	✓	
Waste to sink/basin is leaking	Council	Council		
Waste to sink/basin is blocked	Council	Tenant	✓	This assumes blockages can be cleared with a plunger or suitable cleaning agent and not attempting to clear / empty pipework. Once a tenant has tried to clear if a blockage remains they should contact the Council for a non-rechargeable repair. Provide YouTube videos to assist.
Sealant around sink/basin and wall/water seepage	Council	Council		
Chrome waste fitting to sink/basin damaged	Council	Council		
Basin is loose	Council	Council		
Pedestal to basin is cracked or damaged	Council	Council		
Sink top loose	Council	Council		
Cracked washbasin due to object dropped in it	Recharged to tenant	Recharged to tenant		
Blocked sink wastepipe due to hot fat/misuse	Recharged to tenant	Recharged to tenant		

Repair	Existing	Proposed	Change?	Notes
Baths and showers				
Bath is blocked	Council	Tenant	✓	This assumes blockages can be cleared with a plunger or suitable cleaning agent and not attempting to clear / empty pipework. Once a tenant has tried to clear if a blockage remains they should contact the Council for a non-rechargeable repair. Provide YouTube videos to assist.
Trap to bath is damaged	Council	Council		
Water leaking under bath	Council	Council		
Chrome waste fitting to bath is damaged	Council	Council		
Sealant around bath/water seeping between shower and wall	Council	Council		
Bath is loose	Council	Council		
Bath panel is loose	Council	Council		
Showers				
Electric shower not working properly	Council	Council		
Sealant around shower/water seeping between shower and wall	Council	Council		
Shower head blocked (*This and the following item were one on consultation list and were both tenant responsibility)	Council	Tenant,	✓	Once a tenant has tried to clear if a blockage remains they should contact the Council for a non-rechargeable repair. Provide YouTube videos to assist.
Shower head damaged*	Council	Tenant Recharged to Tenant	✓	
Hose is damaged	Council	Tenant Council	✓	
Mixing valve is not working properly	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Sliding shower holder is damaged	Council	Tenant Recharged to Tenant	✓	
Shower tray and waste damaged	Council	Recharged to tenant	✓	
Shower curtain rail is broken	Council	Tenant Council	✓	
Shower curtain rail is loose	Council	Tenant Council	✓	
Shower curtain is damaged or missing	Council	Recharged to tenant Tenant	✓	A shower curtain will be installed on new tenancies only which the tenant will then be expected to maintain / replace.
Shower waste is blocked	Council	Tenant	✓	This assumes blockages can be cleared with a plunger or suitable cleaning agent and not attempting to clear / empty pipework. Once a tenant has tried to clear if a blockage remains they should contact the Council for a non-rechargeable repair. Provide YouTube videos to assist.
Shower cord is broken	Council	Council		
Shower over bath (fitted by Tenant)	Tenant	Tenant		
Toilets				
Taking action to prevent toilet from becoming blocked and try to clear if it does become blocked	Tenant	Tenant		The tenant will only be expected to clear a blocked pan any blockage into the drainage system will continue to be the responsibility of the Council
Replacing flush chains and handles	Tenant	Tenant		
Cleaning and removing limescale from toilet pans	Tenant	Tenant		
Repairs to cistern, overflow and flush system	Council	Council		
WC seat	Council	Tenant	✓	

Repair	Existing	Proposed	Change?	Notes
Toilet pan blocked	Council	Recharged to tenant Tenant	✓	The tenant will only be expected to clear a blocked pan any blockage into the drainage system will continue to be the responsibility of the Council. Once a tenant has tried to clear if a blockage remains they should contact the Council for a non-rechargeable repair, unless the blockage has been caused by an item which is non flushable when it will be subject to a recharge. Provide YouTube videos to assist.
Blocked toilet due to nappy, toy, baby wipes, hand towels, paper towels, sanitary products, other non-flushable items etc.	Recharged to tenant	Recharged to tenant		
Toilet leaking or loose	Council	Council		
Communal areas and door entry				
Keeping all shared areas tidy, safe and free of obstructions	Tenant	Tenant		
Replacing lost or stolen keys or fobs to common entrance doors	Council	Recharged to tenant	✓	
External door entry buzzer is not working	Council	Council		
Doors and windows				
Replacing broken or cracked glass in any inside or outside door or window	Recharged to tenant	Recharged to tenant		
Re-glazing of window due to Tenant damage	Recharged to tenant	Recharged to tenant		
Re-glazing of glass panel in door due to Tenant damage/wind slam	Recharged to tenant t	Recharged to tenant		
Boarding of window	Council	Council		
Condensation between double-glazed units	Council	Council		
Silicone around frame, rubber draught seal or beading is missing or damaged	Council	Council		

Repair	Existing	Proposed	Change?	Notes
PVCu sash will not open or close properly	Council	Council		
Handle or handle wedge missing or broken	Council	Council		
Window lock key is missing	Council	Council		
Trickle vent is damaged	Council	Council		
Hinge is damaged or hinge defender needs lubricating	Council	Council		
Window restrictor is damaged or missing	Council	Council		
Window catches and sash cords	Council	Council		
Doors, locks and door closers				
Perko closer is damaged beyond repair	Council	Council		
Door closer is not working properly	Council	Council		
Heavy duty closer is damaged beyond repair	Council	Council		
Panic bolt is damaged beyond repair	Council	Council		
Panic bolt is not working properly	Council	Council		
Door will not open or close properly	Council	Council		
Fire door is damaged beyond repair	Council	Council		
Padlocks, bolts, limiters and viewers damaged or missing	Council	Council		
Lock or latch is not working properly	Council	Council		
Lock or latch is missing or damaged	Council	Council		
Doors - locks, access and boarding				
Replacing keys, door entry fobs or locks when lost, stolen, or Tenant gets locked out	Tenant	Tenant		
Access or lock replacement due to lost keys or deliberate damage to lock	Recharged to tenant	Recharged to tenant		
Repair/replacement of lock to external door due to normal wear and tear	Council	Council		
Door and frame needs securing after forced entry	Council	Council		
PVCU door needs boarding	Council	Council		
Timber door needs boarding	Council	Council		
Doors - external doors				

Repair	Existing	Proposed	Change?	Notes
Providing/replacing door knockers, bells, security chains, letter plates or numbers (*This repair item has been split into the two items below.) Note: These items are not fitted on new doors on the capital door renewal programme.	Council	See below		
Providing/replacing security chains, letter plates or numbers*	Council	Tenant Council		
Providing/replacing door knockers / bells*	Council	Tenant	✓	This will include replacing door knockers and bells fitted by any previous tenant with permission These items are not fitted on new doors on the capital door renewal programme.
Timber door will not open or close properly	Council	Council		
Weatherboard is damaged or missing	Council	Council		
Weatherboard is loose	Council	Council		
External frame is loose	Council	Council		
Frame needs repair after forced entry	Council	Council		
Water is seeping between the frame	Council	Council		
Draughts around external door	Council	Council		
Threshold is loose	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Steel door will not open or close properly	Council	Council		
Aluminium door will not open or close properly	Council	Council		
Doors - internal				
Replacing locks, handles and latches on internal doors	Council	Council		
Oiling hinges and locks, and adjusting doors for new carpets (*This item has been separated out into the two items below)	Council	Tenant	✓	

Repair	Existing	Proposed	Change?	Notes
Oiling hinges and locks,	Council	Tenant	✓	
Adjusting doors for new carpets	Council	Tenant Council	✓	
Frame is loose	Council	Council		
Section of frame is damaged	Council	Council		
Door stop is loose	Council	Council		
Door stop is damaged or missing	Council	Council		
Architrave is loose	Council	Council		
Threshold is loose	Council	Council		
Door needs repairing	Council	Council		
Door will not open or close properly	Council	Council		
Internal door is damaged beyond repair	Council	Council		

Drains and gutters

Keeping wastes, gullies and drains clear to prevent them from becoming blocked	Tenant	Tenant		
Clearing blockages in own washing machine, dishwasher or tumble dryer	Tenant	Tenant		
Concrete surround to manhole is damaged	Council	Council		
Manhole cover or frame is loose	Council	Council		
Manhole cover is damaged or missing (heavy duty)	Council	Council		
Manhole cover is damaged or missing (light duty)	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Manhole is blocked	Council	Council		
Drain needs jet cleaning	Council	Council		
Drain needs rod cleaning	Council	Council		
Gulley surround is damaged	Council	Council		
Gulley is blocked	Council	Council		
Soil pipe is leaking at PVCu joint	Council	Council		
Soil pipe is loose	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Soil pipe is blocked	Council	Council		
Electrics				
Resetting trip switches and, if necessary, turning off the mains supply	Council	Tenant	✓	Once a tenant has tried to reset if an issue remains they should contact the Council for advice / repair. YouTube videos to assist,
Resetting the circuit breakers on the consumer unit	Council	Tenant	✓	Once a tenant has tried to reset if an issue remains they should contact the Council for advice / repair. YouTube videos to assist,
Replacing fluorescent tubes and starters	Council	Tenant Council	✓	Fluorescent tubes to be phased out on repair / capital programme where possible
Lightbulbs (Bayonet or screw fit), plugs and fuses	Council	Tenant	✓	You Tube video to assist
Replacement of re-wireable fuses in the main fuse box	Council	Council		
Replacing door bells, or fitting one if we have not fitted one	Council	Tenant	✓	These items are not fitted on new doors on the capital door renewal programme.
Smoke alarms and carbon monoxide detectors				
Testing and cleaning your smoke detector	Council	Council		
Replacing batteries in smoke alarm and carbon monoxide detectors	Tenant	Tenant		
Maintenance/repair to battery smoke alarm or carbon monoxide detector	Council	Council		
Maintenance/repair to hard wired smoke alarm or carbon monoxide detector	Council	Council		
Sockets and power				
Single socket is loose, faulty or damaged	Council	Council		
Double socket is loose, faulty or damaged	Council	Council		
MCB consumer box is loose, faulty or damaged	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Fused spur is damaged	Council	Council		
Cooker control unit is not working properly	Council	Council		
Water has leaked onto electrics	Council	Council		
Total loss of electric power	Council	Council		
Telephone points		Tenant	✓	The tenant should contact their telephone provider Note: This wasn't on our original list of repair items but has been included to bring in line with other Housing Providers
Communal and external lighting				
Lamp to bulkhead is not working	Council	Council		
Diffuser to bulkhead is damaged or missing	Council	Council		
Bulkhead fitting is damaged beyond repair	Council	Council		
Light fitting is loose	Council	Council		
Total loss of electric lighting	Council	Council		
Fault in lighting circuit	Council	Council		
2D light fitting is not working	Council	Council		
Domestic lighting				
Batten holder is damaged	Council	Recharged to tenant	✓	
Lampholder is damaged	Council	Recharged to tenant	✓	
Ceiling pull switch is damaged	Council	Recharged to tenant	✓	
Any light fitting is loose	Council	Council		
Total loss of electric lighting	Council	Council		
Cord to ceiling pull switch is damaged	Council	Tenant Recharge to Tenant	✓	
Cord to ceiling pull switch is broken	Council	Council		This has been included as an extra item where broken through fair wear and

Repair	Existing	Proposed	Change?	Notes
				tear
Fault in lighting circuit	Council	Council		
Water has leaked onto electrics	Council	Council		
Single switch is damaged	Council	Recharged to tenant	✓	
Single switch is faulty	Council	Council		This has been included for clarification
Double switch is damaged	Council	recharged to tenant	✓	
Double switch is faulty	Council	Council		This has been included for clarification
Triple switch is damaged	Council	Recharged to tenant	✓	
Triple switch is faulty	Council	Council		This has been included for clarification
Fluorescent fitting is not working properly	Council	Council		
Diffuser to single/double fluorescent fitting is damaged or missing	Council	Council		
Replacing light bulbs, fluorescent tubes and starters	Tenant	Tenant		This is a duplicate item to the section on electrics above
Extractor fans				
Extractor fan not working properly	Council	Council		
Floor and wall tiles				
Quarry tiles are loose	Council	Council		The Council will only repair / replace tiles with as near a match to existing as possible
Vinyl tiles are loose	Council	Council		The Council will only repair / replace tiles with as near a match to existing as possible
Tiles to fire surround are loose	Council	Council		The Council will only repair / replace tiles with as near a match to existing as possible Currently being phased out as fire surrounds are replaced on central heating programme

Repair	Existing	Proposed	Change?	Notes
Tiles to fire surround are damaged or missing	Council	Recharged to tenant	✓	Currently being phased out as fire surrounds are replaced on central heating programme
Grouting is damaged	Council	Council		
Wall tiles are loose	Council	Council		The Council will only repair / replace tiles with as near a match to existing as possible

Repair	Existing	Proposed	Change?	Notes
Wall tiles are damaged	Council	Recharged to tenant	✓	
Floor boards	Council	Council		
Repairing any floor covering (except that fitted as part of an adaptation)	Tenant	Tenant		
Floors, walls and ceiling repairs				
Internal decoration	Tenant	Tenant		
Minor decorative cracks	Tenant	Tenant		
Skirting board is loose	Council	Council		
Skirting board is damaged	Council	Recharged to tenant	✓	
Floorboards or floor panels are loose	Council	Council		
Floorboards or floor panels are damaged	Council	Recharged to tenant	✓	This will not include consequential damage as a result of other defects, e.g. leaking bath, rising damp etc
Surface mould to wall	Council	Tenant	✓	The tenant will only be responsible where this is caused by lifestyle / inadequate heating and ventilation and not by disrepair
Treating walls for mould caused by condensation	Council	Tenant	✓	See above
Minor Cracks in ceiling	Council	Tenant	✓	This is only MINOR cracks. YouTube video and clarification provided as to size which you are expected to repair as

Repair	Existing	Proposed	Change?	Notes
				a tenant.
Cracks to ceiling (not minor cracks – see above)	Council	Council	✓	Additional line to clarify above.
Plasterboard to ceiling is damaged	Council	Council		
PVC air vent grill is damaged	Council	Tenant Recharge to Tenant	✓	This will ensure that an air grill with the correct amount of free air space is fitted.
Filling nail/screw holes in walls and ceilings	Tenant	Tenant		
Grouting wall tiles	Tenant	Tenant		
Gutters and rainwater goods				
Gutter is blocked, loose, leaking, has a bracket missing or is otherwise damaged	Council	Council		
Hopperhead blocked, damaged or missing	Council	Council		
Rainwater pipe is blocked, leaking, damaged or loose	Council	Council		
Rainwater shoe is damaged or missing	Council	Council		
Heating and hot water				
Electric fire, radiant heater, or storage heater is not working properly	Council	Council		
Gas fire not working properly, damaged or loose	Council	Council		
Smell of gas from any appliance	Council	Council		
Boiler noisy	Council	Council		
Boiler controls not working	Council	Council		
Repressurising combi boiler	Council	Tenant	✓	Once a tenant has tried to rectify they should contact the Council for a non-rechargeable repair if it still does not work. YouTube video to assist. Note all boilers fitted by CBC have an internal filling loop, with keyless operation.
Pilot light on boiler will not light	Council	Council		
Relighting the pilot light on boilers	Council	Tenant Council		Until all boilers with pilot lights phased out.

Repair	Existing	Proposed	Change?	Notes
No heating	Council	Council		Tenant should check the thermostat is set correctly, it is switched on at the mains, there is no power cut prior to contacting the Council
Radiator not working properly, not heating, damaged or leaking	Council	Council		
Radiator valves not working or damaged, or cap valve missing	Council	Council		
Bleeding radiators	Council	Tenant	✓	Once a tenant has tried to rectify they should contact the Council for a non-rechargeable repair if it still does not work. YouTube video to assist, this is not usually a requirement following installation of Combi boilers (pressurised systems)
Air vent to radiator is damaged	Council	Council		
Solid fuel appliance damaged or not working properly	Council	Council		
Fire parts required due to misuse of the appliance	Recharged to tenant	Recharged to tenant		
Sweeping flues used by solid fuel appliances		Council		
Gas appliance servicing	Council	Council		
Gas appliance servicing (Tenant installed)	Tenant	Tenant		
Setting heating controls, including timed programmes	Council	Tenant	✓	YouTube video to assist
Renewing batteries to heating controls	Council	Tenant	✓	Note: heating controls in in sheltered schemes, older person's bungalows and similar do not have controls that require batteries fitted. You Tube video to assist
Hot water				
No hot water from boiler or cylinder	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Cylinder leaking	Council	Council		
Cylinder jackets	Tenant	Tenant		
Immersion heater is not working properly	Council	Council		
Kitchen units				The Council will only repair/replace with as near a match to the existing as possible
Damaged or missing parts to cupboards	Council	Council		
Damaged or missing parts to shelves	Council	Council		
Damaged or missing parts to drawers	Council	Council		
Damaged or missing parts to worktops, edging, joint strips and legs	Council	Council		
Cupboard doors damaged, missing, loose, and damage to hinges	Council	Council		
Drawer fronts damaged or missing	Council	Council		
Replacing handles and catches on kitchen units and drawers	Council	Council		
Renewing wall tiles and sealant around work surfaces and the sink	Council	Council		
Outside the property				
External decoration and maintenance	Council	Council		
Damage to walls, tiling and rendering	Council	Council		
Leaks from roofs	Council	Council		
Repairs to roof, missing tiles, flashing, chimney stack, chimney pot and vents	Council	Council		
Clothes driers and refuse chutes (communal)	Council	Council		
Damage to bargeboards, soffits and fascias	Council	Council		
Fences and gates and walls	Council	Tenant	✓	The Council will only undertake repairs to fencing / gates and walls in place when the property is let and where it is cost effective to do so. Where a repair can no longer reasonably be carried out, the Council may remove the fencing / gate / wall and mark

Repair	Existing	Proposed	Change?	Notes
				the boundary line. If a single panel / post or short area is broken the tenant can elect to be recharged for a replacement rather than having the entire run of fencing removed. A programme of replacement has been included in the Housing Capital Programme from 2018/19 onwards, this will be carried out on an estate basis – the new fence will then become tenant responsibility
Paving, paths, steps and handrails	Council	Council		
Maintaining paths, except those leading from the boundary (gate) to front and back doors. <i>Uneven paths. INDIVIDUAL PROPERTY</i>	Council	Tenant	✓	The Council will continue to maintain the main path from the gate to the front and back door
Maintaining paths, except those leading from the boundary (gate) to front and back doors. <i>Uneven paths. COMMUNAL PATH</i>	Council	Council		
Replacing latches, bolts, catches, keys or locks to garage or shed doors, and on gates	Council	Council		
Clothes posts	Council	Council		
Washing lines (unless communal)	Tenant	Tenant		
Repairing any fencing, shed, garage, outbuilding or other garden features not originally provided by Council	Tenant	Tenant		
Stairs and steps (internal)				
Missing or damaged handrails, bannisters, balusters, newel posts, panels and rails	Council	Council		
Repairs to risers, treads, and winders	Council	Council		
Tanks, pipework and valves				
Valves damaged or leaking	Council	Council		
Stop tap damaged or leaking	Council	Council		

Repair	Existing	Proposed	Change?	Notes
Tank leaking or constant drip into tank	Council	Council		
Pipe leaking or burst	Council	Council		
Banging noise from pipes	Council	Council		
Hot water discoloured	Council	Council		
Hot water pressure is low	Council	Council		
Underground burst	Council	Council		
Taking steps to prevent water in pipes and taps from freezing or bursting in cold weather by lagging any exposed pipes)	Council	Council		
Turning the water supply off at the stop tap if a water pipe bursts, or if you go away	Council	Tenant	✓	Note: 'Surestop' stopcocks now being fitted on kitchen renewals. This is a switch on the kitchen wall which makes turning the water supply off easier
External taps	Council	Tenant	✓	
Water services				
Sink, basin and bath taps damaged or loose	Council	Council		
Low water pressure, water discoloured, or no water from tap	Council	Council		
Unable to turn tap	Council	Council		
No hot water from hot tap	Council	Council		
Mixer tap damaged	Council	Council		
Tap dripping or leaking	Council	Council		
Garages				
Lock is damaged	Council	Recharged to tenant	✓	
Lock is broken	Council	Council		
Gearing or mechanism is broken	Council	Council		
Up-and-over garage door is not opening or closing properly	Council	Council		
Tenant is locked out of garage	Tenant	Tenant		
Gardens				

Repair	Existing	Proposed	Change?	Notes
Keeping the garden of the property tidy and in an acceptable condition	Tenant	Tenant		
Clearing an overgrown garden	Recharged to tenant	Recharged to tenant		Overgrown gardens will be cleared on a re-let and re-charged to the previous tenant, it then becomes the new tenants responsibility to maintain in accordance with the tenancy agreement

Current Repair Response Times	Proposed Repair Response Times	Change?
<p>Within 24 hours</p> <p>Emergency works (detrimental to life and limb and/or property). It is likely that the initial repair will be temporary. Examples include:</p> <ul style="list-style-type: none"> • Complete loss of power or heating • A flood or seriously leaking pipe • Something else that is a serious risk to health and safety 	<p>Within 24 hours</p> <p>Emergency works (detrimental to life and limb and/or property). It is likely that the initial repair will be temporary. Examples include:</p> <ul style="list-style-type: none"> • Complete loss of power or heating • A flood or seriously leaking pipe • Something else that is a serious risk to health and safety 	
<p>Within 3 working days</p> <p>Urgent repairs but are not immediate emergencies. Examples include:</p> <ul style="list-style-type: none"> • Partial loss of power or water supply • Heating or Hot Water not working between May and October • Blocked sink, bath or basin • Loose or detached banister or handrail 	<p>Within 3 working days</p> <p>Urgent repairs but are not immediate emergencies. Examples include:</p> <ul style="list-style-type: none"> • Partial loss of power or water supply • Heating or Hot Water not working between May and October • Blocked sink, bath or basin • Loose or detached banister or handrail 	
<p>Within 5 working days</p> <p>Urgent repairs but are not immediate emergencies. Examples include:</p> <ul style="list-style-type: none"> • No light in one room • No heat from one radiator 	<p>These repairs will now be carried out within 30 days by appointment, subject to individual circumstances.</p>	✓

Current Repair Response Times	Proposed Repair Response Times	Change?
<ul style="list-style-type: none"> A minor leak from the kitchen sink 		
<p>Within 7 working days</p> <p>Urgent repairs but are not immediate emergencies. Examples include:</p> <ul style="list-style-type: none"> Mechanical extractor fan not working Door entry phone not working 	<p>Within 7 working days</p> <p>Urgent repairs but are not immediate emergencies. Examples include:</p> <ul style="list-style-type: none"> Mechanical extractor fan not working Door entry phone not working 	
<p>Within 15 working days</p> <p>Priority repairs, that are needed sooner than 'routine'</p>	<p>These repairs will be carried out within 30 days by appointment</p>	<p>✓</p>
<p>Within 20 working days</p> <p>Routine repairs. They are things we must put right but are repairs that don't cause a risk to your health and safety.</p>		<p>✓</p>
	<p>Up to 30 working days, by appointment</p> <p>Routine repairs. They are things we must put right but are repairs that don't cause a risk to your health and safety.</p>	<p>✓</p>