

Repairs classifications and timescales

When a repair to your property is needed we will give timescales for each job.

Emergencies

Repairs to be completed within 24 hours which require immediate attendance to make safe/rectify a defect which affects the health, safety and security of the tenant, or third party; or affects the structure of the dwelling adversely.

- Total loss of water
- Burst water main
- Flooding
- Severe storm damage
- Total loss of electricity supply
- Major fault with electricity supply
- Unsafe electricity fittings
- Breaches of security to outside doors and windows
- Gas leak (in the event of a gas leak you must call the National Grid)
- Blocked flue
- Blocked main drains, soil pipe or sole toilet (toilet blockages are a resident's responsibility and could lead to recharge)

- Total heating loss for elderly or vulnerable tenants during the period 31 October – 1 May
- Failure of lift
- Hot water loss for elderly or vulnerable tenants during the period 31 October – 1 May
- Fire damage
- Offensive or racist graffiti

Urgent

Repairs to be completed within five working days of notification of the repair. This covers repairs that affect the comfort and convenience of the tenant.

- Minor plumbing leaks or defects
- Defective cistern or overflow
- Total heating loss during the period 31 October – 1 May
- Hot water faults or breakdown during 2 May – 30 October
- Some minor electrical faults
- Roof leaks (if causing damage to the property)

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- Severe dampness
 - Failure of entry phone
 - Defective flooring (if presenting a trip hazard)
 - Faulty communal TV aerial
 - Damage to stair treads, hand rails or banisters
 - Other minor plumbing repairs
 - Repairs to tiling

Routine

Repairs to be completed within 20 working days of notification of the repair. This priority covers repairs that cannot wait for a responsive, planned or re-investment programme of work.

- General joinery repairs
- Repairs to door, windows and floors
- Repairs to external walls, fences and paths
- Repairs to walls, brickwork and slates or tiles
- Repairs to kitchen fittings
- Repairs to plaster work
- Dripping or leaking taps or shower units

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FCA No 30651R. HCA Reg No L4312.

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