

Repairs & Maintenance – Types & Definitions

EMERGENCY REPAIRS 4 Hours

Usually a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of the premises in which immediate repairs are required. Examples of emergency repairs include:

- a burst water service or a serious water service leak
- a blocked or broken toilet system
- a serious gas or roof leak
- a dangerous electrical fault
- serious storm, flood, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating
- a fault or damage that makes premises unsafe or insecure
- a serious fault in any staircase, lift or other common area which inhibits or unduly inconveniences residents in gaining access to or using the premises

PRIORITY REPAIRS 24 hours

Usually a fault or damage in which there is no immediate risk of injury to persons, damage to property or there will be only moderate inconvenience for a tenant should the repair be completed within the next working day. Examples of priority repairs include:

- a minor water service leak
- a minor roof leak
- minor storm, flood, fire or impact damage
- a failure or breakdown of a non-essential service or appliance on the premises
- a non-operational light fitting or power point
- difficult to open and/ or close door locks
- a faulty stove element
- security lighting not working
- no power to half of the residence

GENERAL REPAIRS 7 – 14 days

Usually a fault or damage in which there is no risk of injury to persons, damage to property or there will be minimal inconvenience for a tenant should the repair completed within 14 working days. In most cases, general repairs will be scheduled for completion during the next available day the Bric Housing Company Maintenance Team is in your area. Examples of general repairs include:

- patching and painting of internal walls
- tightening of kitchen/ bathroom cupboard door hinges
- repairs to furniture and fittings
- servicing of sliding doors
- replacement of common area light bulbs
- slow dripping taps
- trees which need lopping
- leaking gutters or downpipes
- faulty internal door locks
- water hammer
- doors jamming
- uneven hard paving (trip hazards)