

Repairs Response Times & Targets

In order to manage the many different problems reported to us, we have to prioritise repairs. The following gives examples of the type of repairs that fall within each of the categories we use and the target times to complete them.

Community and Toynbee residents

Emergency repairs

Target: To complete works within 24 hours.

Where there may be a danger to your personal safety or to reduce damage to the building we aim to attend within 2 hours to make your home safe before completing the full repair.

Examples include:

- burst pipes / flooding / serious water leak
- total loss of electricity / gas / water
- gas leak / carbon monoxide incident / potentially hazardous electrical faults
- property insecure / making a home secure after break in / make safe window glazing
- complete loss of heating for all tenants during the period 1st November – 30th April
- complete loss of heating for elderly/vulnerable tenants all year around
- complete loss of hot water for all tenants all year around
- failure of warden call system
- smoke detector not working (not inc batteries)
- blocked drains
- lift breakdown
- fires
- manhole overflowing sewage / blocked toilets if no alternative (We will charge for this if the blockage was caused by your household)
- other repairs deemed dangerous
- unsecure communal entrance doors to blocks

Urgent repairs

Target: To complete works within 5 working days and to attend within 3 working days.

Examples include:

- heating loss in the period 1st May – 31st October
- repairs to electrical services
- reinstatement of essential services for able bodied tenants
- TV aerial sockets
- minor plumbing repairs
- external guttering and water management systems

Routine repairs

Target: To complete works within 20 working days and to attend within 5 working days.

Examples include:

- faulty electrical equipment which poses no danger
- minor repairs to joinery
- faulty sanitary ware and plumbing
- all other non urgent repairs
- non-urgent repairs to communal areas

Specified works

These include all large and planned maintenance works for repairs to the structure and exterior of the building or communal or external areas.

Timescales will be agreed by OHG after consultation with both the contractor and resident. This is dependent on the extent of the works to be undertaken.

Examples include:

- repairs to garden walls gates and leaking drainpipes
- replacement of chimney pots
- pest control- this is the tenants' responsibility in their own home
- repointing of brick work
- window replacement
- non-standard works that require specifications and quotations
- non-standard works involving specialist materials or equipment.

Island Homes Residents

As a tenant, Island Homes is responsible for many of the repairs to your home. We aim to give an excellent service and maintain your property to a high standard.

When you report a repair, an order will be raised to a contractor, requiring them to carry out the work. Unless individual circumstances dictate otherwise, orders will be issued with the following priorities:

Emergency

Target: Respond and attend within 1 hour and complete within 24 hours

- where the premises are insecure as a result of a break-in, vandalism, racial attack or domestic violence
- blocked drains causing upsurge of waster into property
- total failure of cold water supply
- total or partial loss of space or water heating in the period 1st November to 30th April
- toilet not flushing where there is no other working toilet in the dwelling
- total loss of electric power
- unsafe power, lighting socket or electrical fitting
- total failure of communal staircase lightning
- storm, accident or flood damage to the structure

- lift fault where there is only one life
- glazing repair where there is a possible security or injury risk
- removal of obscene and racist graffiti in tenant or communal areas

Urgent

Respond and attend within 2 working days and complete within 3 working days

- partial loss of electricity supply
- partial loss of water supply
- partial loss of space or water heating in the period (1st May to 31st October)
- blocked sink, bath or hand basin
- tap which cannot be turned loose
- detached banister or handrail
- rotten timber flooring or stair tread

Priority

Respond and attend within 5 working days and complete work within 7 working days

- minor leaks to internal water services
- defective individual power points lights and switches or socket outlets
- leaking roof
- individual door entry not working
- broken mechanical extractor fan in kitchen or bathroom

Routine

Respond and attend within 10 working days and complete within 20 working days

- renewal or replacement of storage tanks, hot water cylinders, immersion heaters or sanitary ware which is unusable or unsanitary and not covered by the other priorities
- repair or renewal of waste water pipes, defective ball valves, fault traps
- repairs to defective central heating appliances not covered by other priorities
- repairs to wooden floors
- re-glazing of external windows and doors
- repairs to blocked and leaking gutters and rainwater pipes
- minor repairs to external doors, windows and roofs
- repairs to external rendering, pointing and air vents
- minor repairs to steps and staircases