

The repairs listed below will be completed within 25 working days, apart from any items marked with an asterisk* which can take up to three months.

Standard repairs take longer as we may need more than one visit to carry out the work. We'll likely visit your home for an initial inspection before planning in a date to complete the repair. Sometimes we might have to order parts too. We'll keep you updated if we do need to come back again at a later date.

Solid fuel repairs (not only form of heating)	Steps repairs	Canopy repairs	Loft insulation*
Rebed slab (only if it's to and from 1 metre around property)	Communal line posts / rotary driers	Air vent /air brick repairs	Noisy pipework
External waste pipe loose or damaged	Bath repairs	Toilet pan repairs	Pipework repairs (leaking / damaged / renew)
Sink repairs (unless it's blocked)	Radiator valves (leaking / not working / renew)	Blocked waste you can't clear (we may attend sooner if all wastes blocked)	Radiator not working / leaking
Containable leak	Drainage repairs (usable)	Repressurise boiler after repeat calls – (boiler issue but has heating and hot water)	Solar panels (only if we installed)
Street light	Shower tray / door repairs	Worktop repairs	Moving a room stat (incorrectly positioned)
External lighting communal	Riser rail (repair or replace)	Internal doors and all fittings repairs*	Electric fire repairs
Room stat/programmer/heating controls (repair/replace – we will attend sooner if heating has stopped working)		External door repairs (secure)	Letterbox (we will attend sooner if it's communal and unable to access)
Electric heating repair if not all are affected	Outside sockets	External window repairs (secure)*	Garage door repairs
Individual lighting fault	External lighting	Tank stand repairs	Extractor fan (repair / replace)
Earth bonding to pipework	Shower curtain rail repairs (only if we installed)*	Meter box repairs (we will attend sooner if water is getting in)*	Timber supports under a bath
Sockets	Block up holes to stop pests entering	Immersion heater (faulty / other forms of hot water available)	Plinth heater repairs
Electric cooker repairs (only if we installed it)	Stair rails repair/refix (we will attend sooner if it's not secure)	Glazing cassettes repairs (if there's condensation in window pane it can take an additional six weeks to order and install on top of three months to measure)*	
Door frame / architrave repairs	Soffit and fascia	Adjust door closer	Window repairs if secure*
Shower door seals	Child restrictors*	Flooring repairs	Grab rails (we will attend sooner if it's not secure)
Loft hatch repairs*	Treat woodworm*	Window hinges*	Bath panel and studding
Install or repair post and wire boundary markers	Weather boards	Seals (windows / baths / basins / doors)	Communal repair of cigarette box
Inspection / measure of windows / doors (where unable to repair)	Timber/UPVC window sill repairs*	Leaking heating pipes (containable)	Soil stack leaking (external)
Inspection / measure of double glazing unit*	Kitchen unit repairs (including drawers, shelving, edging – drawers can take three months)	Mains/hot water pipework leaking (containable)	Paths (repair / patch)
Gas appliance check following issue raised by you (e.g incorrect operation / high bills etc)		Tank leaking through ceiling (containable)	Boiler leaking (containable)
Repair stairs (we may attend sooner depending on issue)	Leaking cylinder (containable)	Toilet blocked (only when another is available)	Shower seat repair / refix
Overflow leaking external (we may attend sooner depending on issue)	Gas pipework reclip	Gas fire repairs (we may attend sooner depending on issue)	Stop tap leaking / not working
Toilet cistern repairs	Wash hand basin repairs	Gas service follow ons	Tap repairs
Service valve leaking / won't turn	Thermostatic Mixing Valve not working	Gas cooker repair (only if Futures cooker)	Communal aerial issues / problems
Repairing or replacing locks when your home is still secure			