

REPAIRS timescale.

»»» PRIORITY REPAIRS

Same day within hours or make safe on call

	Dangerous chimney issue (weather dependant)	Roof Tiles hanging dangerously (weather dependant)	Ceiling Plaster dangerously loose
Check Safety of Flue following Chimney Work (as and when requested)	CO Alarm Sounding - Cadent visit (follow on for FHG as Fast response)	Gas Leak - Cadent visit (follow on for FHG as Fast response)	Door Entry Systems (no access)
Smoke/Heat Alarms (not working)	Communal Door Locks (no access)	Emergency Access (e.g force entry)	Fire door repairs (unable to use)
Board Up	Insecure downstairs window (security risk)	Insecure External Door or Lock (security risk)	Structurally unsecure
Blocked WC (only toilet in property)	Drainage (Totally Blocked)	Uncontainable Leak (unable to isolate)	Removal of damaged asbestos
	Complete loss of power	Check leak into fuse board or smoke alarm	

»» FAST REPAIRS

0 - 4 working days response

	Ground Source or Air Source Heating Pumps not working (no heat)	Emergency Lighting not working	Internal lighting Circuits Faulty
Check Electrics Following Leak	Shower Pump repair (no other form of bathing)	Electric Shower Repairs (only form of bathing)	Immersion Heater (only Source for Hot Water)
Damaged Cable (exposed live wires)	Test Electrics	Repair or replace locks (still able to use)	Communal Doors (still able to use)
Fire Doors (still able to use)	Eviction lock change (dependant on eviction date)	Repair Stairs (dangerous)	Dangerous Stair Rails
Overflow Leaking Internal	No hot water	No Heating	Central Heating Pump Faulty
Follow on from Cadent visit for gas leak or CO sounding (FHG)	Soil Pipe Leaking Internally	Solid Fuel (only form of heating)	