

High Priority Repairs Table

Defect	Prescribed period (working days)
Total loss of electrical power or lighting circuits not caused by a power cut, tenant owned appliances or insufficient credits.	1
Unsafe power, lighting or electrical fittings	1
Mains smoke alarms that are constantly sounding	1
Total or partial loss of gas supply or boiler that is not working correctly.	1
Any gas escape within the property.	1
Blocked flue to open fire or boiler	1
Total loss of water supply not caused by the service provider	1
Leaking water from heating pipe, tank or cistern	1
Total loss of heating or hot water that is not caused by the service provider from the 1 st November – 31 st April	1
Blocked toilet, sink or drain (where there is no other working toilet in the home)	1
Toilet not flushing where there is no other working toilet in the home	1
Insecure window, door or lock including key safes fitted by the Council	1
Lock change requests	1

Partial loss of electric power not caused by a power cut or tenant owned appliances.	3
Partial loss of water supply not caused by the service provider	3
Loss of the ability to bathe or shower where only one option is available	3
Total or partial loss of space heating or hot water between 1 st May and 31 st October	3
Toilet not flushing where there is another toilet that could be used	3
Tap which cannot be turned on or off	3
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
A roof leak	3
Door entry phone not working	3
Mechanical extractor fan in kitchen or bathroom not working	3

Consideration needs to be given to all repairs that may cause signification risk to person or property.