

Repairs & Maintenance Policy Appendix 1

Repairs Classifications and timescales

* Attend to and make safe, these repairs will be completed within 24 Hours

◆ Qualifying repair timescales laid down in legislation

● Timescale for repairs to be carried out

Repair Description	Emergency Repair *(4 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Plumbing							
Dripping tap				●			
Leaking tap when used			●				
Blocked sink or basin		●				◆ 1 day	● Chargeable if due to tenant negligence
Loose taps			●				
Replacement taps			●				
Blocked WC		●				● 1 day where no other toilet in the house	● Chargeable if due to tenant negligence

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Leaking WC		•				<ul style="list-style-type: none"> 1 day where no other toilet in the house 	
Replace flush handles		•					
Toilet Not flushing		•				<ul style="list-style-type: none"> 1 day where no other toilet in the house 	
Ball valve to tank (if not causing tank to overflow)			•				
Leaking overflow			•				<ul style="list-style-type: none"> 8 hours if excessive

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Broken toilet seat			•				• Chargeable if due to tenant negligence
Significant leaks or flooding from water or heating pipes, tanks and cisterns						• 1 day	• Chargeable if due to tenant negligence
Joinery							
Gain access for tenant due to faulty lock	•					• 1 day	• Chargeable if due to tenant negligence
Gain access due to lost keys by tenant		•					• Chargeable if due to tenant negligence
Renew faulty door lock if two forms of security on door			•				
Insecure external windows, doors or locks	•					♦ 1 day	• Chargeable if due to tenant negligence
Insecure internal door				•			
Renew internal lock/ latch				•			

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Replace door handles				•			• Chargeable if due to tenant negligence
Timber skirting board				•			
Architrave and frames				•			
Loose floor boards or stair tread						♦ 3 day	
Loose handrail or banister						♦ 3 day	
Electrical							
Faulty light fittings		• (If deemed a qualifying repair)	•			♦ 1 day if unsafe power, lighting sockets or electrical fittings	
Faulty sockets		• (If deemed a qualifying repair)	•			♦ 1 day if unsafe power, lighting sockets or electrical fittings	

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Immersion heaters		•				◆ 1 day	
Thermostats		•					
Aerial sockets				•			<ul style="list-style-type: none"> • Only if installed by ACHA
No power	•					◆ 1 day	<ul style="list-style-type: none"> • Chargeable if due to tenant negligence
Partial power loss						◆ 3 day	
Dangerous wires	•						
Faulty shower with bath			•				<ul style="list-style-type: none"> • Only if installed by ACHA
Faulty shower with no bath		•					<ul style="list-style-type: none"> • Only if installed by ACHA
Replacement trunking				•			
Smoke alarms		•					

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Mechanical extractor fan in kitchen or bathroom not working						♦ 7 day	
Communal areas							
Lift not working		•					
Communal light out (partial)		•					
All communal lights out	•						
Emergency lighting		•					
Security lights			•				
Door entry system (to allow access/exit)		•					
No TV reception			•				• Only if equipment installed by ACHA

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Rotary driers				•			• Only if installed by ACHA
Repair Description	Emergency Repair *(4 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Unsafe path or step						♦ 3 day	
Uneven path not dangerous				•			
Heating							
Partial heating system failure		•				♦ 1 day where no other heating is available	
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Total heating system failure during winter	•					◆ 1 day if loss or partial loss of space or water heating where no other heating is available.	
Repair Description	Emergency Repair *(4 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Radiator leaking		•					
Storage heater repairs			•				
Blocked flue to open fire or boiler		•				◆ 1 day	
Loss or partial loss of gas supply						◆ 1 day	
Windows							
Broken glass	•						• Chargeable if due to tenant negligence
Cracked glass				•			• Chargeable if due to tenant negligence

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Loose window			•				
Window won't close			•				• 8 hours if ground level
Faulty handle			•				
Leaking window			•				
Loose window sill			•	•			• Urgent if above ground level
Broken vent				•			
Repair Description	Emergency Repair *(4 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Roofs							
Moss removal					•		
Roof felt replacement				•			
Loose tiles			•				• 8 hours if immediate danger
Make safe after storm		•					
Rain penetration		•					
Major roof repairs					•		• 5 days if unsafe

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Replace broken slates or tiles			•				
Re-bed ridge tiles			•				
Flashings			•				
Water							
No water at all		•				♦ 1 day	• May be due to circumstances out with the control of ACHA – e.g. water turned off by utilities company
Repair Description	Emergency Repair *(4 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Partial loss to water supply						♦ 3 day	
No water to single tap			•				
Faulty stop tap			•				• 8 hours if it will not turn off
External							
Damaged fencing (repair only)				•			• 5 days if dangerous for removal or temp repair

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Renew fencing				•			<ul style="list-style-type: none"> Fencing replacement will be carried out entirely at the discretion of ACHA
Damaged gate				•			<ul style="list-style-type: none"> 5 days if dangerous for removal or temporary repair. Replacement will be carried out entirely at the discretion of ACHA
Renew flag stones					•		
Pointing				•			
Repair Description	Emergency Repair *(4 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Gutter repairs				•	•		<ul style="list-style-type: none"> Routine repair if not part of upcoming gutter contract