

## Criteria for Essential / Non-Essential Repairs

The suggested list of repairs which could be classified as **Essential Repairs** is as follows. This is not an exhaustive list and in all cases, tenants individual needs and circumstances will be considered:

- Electrical
  - total or partial loss of electrical power / lighting
  - unsafe power, lighting socket or electrical fitting
  - shower not working where there is no other form of bathing or the shower is an adaptation
  - mechanical extractor fan in internal kitchen or bathroom not working
  - door entry system/phone not working
  - continually sounding smoke detector
- Heating / Hot water
  - total or partial loss of space or water heating
  - total loss of gas
  - blocked flue to open fire or boiler / reports of fumes from appliance
- Plumbing / Drainage / Sanitary Fittings
  - total or partial loss of water supply
  - blocked or leaking foul drain, soil stack or toilet pan
  - toilet not flushing
  - blocked sink, bath, shower tray or washbasin
  - tap which cannot be turned off / on
  - continuous leaking from water or heating pipe, tank or cistern
- Structure
  - leaking roof
  - insecure external window, door or lock
  - lost keys, tenant locked out of home
  - loose or detached banister or handrail
  - rotten or insecure timber flooring or stair tread.
  - dangerous structure, serious risk of collapse or injury from falling debris
  - repairs to fire doors and windows in communal areas
- Reports of damp
  - All reports will be triaged to determine severity, need for physical assessment and any self-help measures that can be implemented.
  - A specific team within Property Management will carry out the triage function making use of video calling where available as an alternative means to physical assessment.
  - The need for any remedial repairs will be determined on a case by case basis and will be predominantly restricted to removing any serious cases of mould growth that cannot be dealt with by the tenant and if left are likely to be prejudicial to health.

### Examples of Non-Essential Repairs

- Plastering / wall tiling repairs / replacing seals to work surfaces
- Internal joinery (Replacing doors, skirting's, architraves etc.)
- Kitchen cupboard & worktop repairs / replacements
- Repairs to floor tiles and vinyl floor coverings
- External repairs / renewals unless presenting a significant hazard (bricklaying, paving, tarmacking, fencing / gates, roof-lines / guttering, canopy repairs, brickwork pointing)
- Replacing sanitary fittings unless unusable and replacing seals to sanitary fittings
- Damp remedial repairs unless triaged as presenting a significant hazard
- Inspections for all damp reports or reports of fire