



Repairs and Maintenance

Quick Reference Guide - FAQ

Emergency (Category 1) Time frame to respond = within 24 hours

Definition: **Emergency work that must be undertaken immediately as it poses an immediate threat to either person or property**

- Loss of power / lighting to the whole property (due to property fault as opposed to unpaid bills)
- Loss of water to the whole property
- Gas leak
- Hot water service – burst, not working at all
- Blocked drains, sinks, baths, basins, toilets (maybe Category 2**)
- Property Security eg any fault or damage that makes the property unsafe/not secure eg external locks, wall breach (other than Tenant Damage)
- Serious roof leak
- Flooding (maybe Category 2**)

Urgent (Category 2) Time frame to respond = within 2-3 days

Definition: **Work that is of an urgent nature that does NOT pose any life-threatening risk to person or property**

- Repairs to taps / dripping taps
- Re-fix loose / broken, rotted floor boards
- Leaks to waste pipes to internal fittings (maybe Category 1**)
- Flushing cisterns
- Repair internal door entry
- Fallen gutters/downpipes
- Blocked surface water drains ie stormwater

*** Refer to Maintenance Co-ordinator to determine the severity of the problem and whether should be Category 1 or 2, hence the time frame to respond.*



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Routine (Category 3) –Time frame to respond = up to 21 days

Definition: **Work that is of a non-urgent nature that does NOT pose any life-threatening risk to person or property, pending owner approval and portfolio funds**

- Brickwork
- Clothesline
- Communal(shared) areas of flats
- Cupboards
- Dampness or condensation
- Doors
- Downpipes
- External joinery repairs/painting
- General electrical repairs to light sockets, switches, extractor fans
- Fascia/soffit boards
- Flashings
- Floor coverings (repair)
- Kitchen fittings
- Letterbox
- Outbuildings
- Paths
- Rewiring electrical
- Sinks / sink units
- Skirting boards
- Internal door eg won't close properly
- Windows eg won't close properly
- Toilet pans – replace
- Wash/hand basins - replace

Routine (Category 4) - Time frame to respond = 2+ months

Definition: **Non-emergency work, major works and upgrades, disability modifications, pending owner approval and portfolio funds**

- Bathroom upgrades
- Electrical upgrades
- External & internal paint
- Fencing
- Sewer upgrades

These works are usually always scheduled maintenance upgrades, as per Asset Management plan.