

This will depend on what the repair is. We will give a target for each repair. All repairs that require access will be given an appointment. These are as follows:

Repairs Details	
Emergency Repairs Priority 1	We will attend and make safe within 2 hours, and complete within 48 hours. For example, a serious water leak; loss of electrical power; blocked overflow in sewer.
Urgent Repairs Priority 2	completed within one week (an urgent repair is one, if not repaired, will cause substantial discomfort to the customer or potential damage to the property). For example, repairs to supplementary heating; replacement of sanitary fittings; repairs to roof (where there is no actual leak); replacement of rotten timber sections.
Routine Work Priority 3	any other repairs including any requiring an appointment (completed within 3 weeks) Routine repairs are those which cause only minor inconvenience and little effect on the property if a repair is not undertaken in the short term
Non-urgent Priority 4	(completed within an agreed period not more than 12 weeks) High level work when material supply and delivery may be longer than 3 weeks
Batched Priority 4	minor repairs grouped within street/area (completed within 12 weeks)