

List of Emergency and Urgent Repairs/ 2019

A) Emergency Repairs are classified as those posing a:

- Serious damage to the structure and fabric of the building
- Danger to health
- Risk to safety
- Risk or damage to the occupiers of the property

For example:

- Total loss of electrical power
- Total loss of water supply
- Burst pipes
- Making the property secure by boarding up
- Making the property safe after storm damage
- Major drainage faults i.e. upsurges, foul water not clearing away (RTR)
- Lost keys
- Falling roof tiles
- Failure of all lighting on communal stairways
- Total heating/hot water failure on communal systems
- Gas Leaks – The Council will take the details and contact Cadent – Gas Network Provider

B) Urgent Repairs: are classified as those repairs which seriously affect the comfort of the resident or cause a potential damage to the property

For example:

- Remedial repairs following gas leaks
- Majority of gas repairs – no heating or hot water – 31 Oct to 1 May
- Continuous leaking pipes from water or heating pipe, tank or cistern i.e. supply pipe has burst, leaks that cannot be contained
- Leaking waste pipes that cannot be contained
- Taps that are fully opened and cannot be turned off
- Major roof leaks – make safe/watertight. Temporary containment
- Partial loss of electrical power
- Unsafe electrical fitting – i.e. electric wires exposed
- Insecure external window, door or lock on ground floor
- WC not flushing (where there is no other WC in the dwelling)
- Insecure or detached banister or handrail
- Garage door will not open and car is inside the garage
- Electrical appliances in sheltered blocks
- Slow leaking pipes from water or heating pipe, tank or cistern that have been contained
- External overflow pipe constantly leaking