

# Repairs

---

We deal with repairs depending on how urgent they are. We would like to do all repairs straightaway but it is easier and fairer to prioritise.

## How soon will a repair be done?

### We aim to do emergency repairs within 24 hours

Emergency repairs are needed to avoid serious danger or extensive damage to buildings or property. Emergency repairs include the following.

- A burst pipe.
- Loss of or a major fault with your electricity supply.
- A total loss of water.
- A blocked toilet (if it is the only one in your home).
- Flooding.
- Unsafe structures.
- Front or back doors or windows which are not secure.
- Total or partial loss of hot water or heating.
- A broken lift.
- A faulty door entry system, where you cannot get in or out.
- A blocked chimney flue.

### We aim to do urgent repairs within five working days

These are repairs that may affect your comfort and may cause damage to the property if left too long. Even though these may not be emergencies, they need to be dealt with quickly.

Urgent repairs include the following.

- Faulty electrical fittings and minor electrical faults.
- Hot water or heating faults (but which are not emergencies).
- A blocked second toilet.
- A faulty door entry system.

We aim to do routine repairs within 20 working days

These are repairs that are not urgent, although they may be inconvenient. They include the following.

- 'Patch' plaster repairs.
- Replacing wall tiles in the kitchen or bathroom.
- Repairs to doors, floors and windows and minor joinery repairs.
- Leaking taps and minor plumbing repairs.
- A faulty extractor fan.

We have a separate leaflet on 'Right to repair' legislation. Please contact us if you would like one.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

The Villages Housing Association

✉ 16 The Croft  
Stockbridge village  
Knowsley  
Merseyside L28 1NR  
☎ Phone: (0151) 480 1313  
☎ Fax: (0151) 480 5189  
@ e-mail: info@villages.org.uk

✉ 2 Fircroft Road  
Fitton Hill  
Oldham  
OL8 2QN  
☎ Phone: (0161) 633 4060  
☎ Fax: (0161) 628 5920  
@ e-mail: info@villages.org.uk

