

Category	Example	Timescale
Emergency repairs	Heating breakdown, loss of power or severe leak, broken and unsecure external lock	Attend and make safe within 24 hours
Urgent repairs	Blocked sink or bath, leaking pipe work (containable), running overflow	Within 7 days
Routine Repairs	Removal of damaged fencing, patch plastering loose flooring.	Within 28 calendar days (weather permitting)
Planned Repairs	Guttering repairs, plastering, roofing repairs	Within 6 months