

# Repairs

When you report a repair, we will give it a priority category depending on the type of repair and agree an appointment date with you.

We will give additional consideration for any vulnerabilities.

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## CATEGORY

### Inspections

There will be occasions when you report certain types of repairs to us that will need to be assessed before the repair can be logged.

**TIMESCALE:** We aim to attend within 24 hours

## EXAMPLE REPAIRS

- Damp Issues
- Work relating to Highway and/or estate areas
- Urgent health and safety issues such as dangerous structures, walls, fences, outbuildings, internal ceilings and garages, asbestos or damage cause by severe storms or fire.
- Risk of Slips, Trips or Falls

## Emergency Repairs

An emergency is defined as something that presents an immediate risk to safety, security or health.

**TIMESCALE:** We aim to attend and make safe within 24 hours.

### EXAMPLE REPAIRS

- Total loss of electricity supply
- Unsafe electrical fittings
- Total loss of gas supply- unless due to no credit on the meter
- Gas escape (Contact National Grid Gas Emergency Line on 0800 111 999)
- Heating or hot water not working (between 31st Oct to 1st May)
- No hot water if vulnerable or medical condition
- Blocked flue to boiler or open fire
- Total loss of water – tenant to contact Welsh Water
- Leak from water pipe, tank or cistern (not containable)
- Radiator leak (not containable)
- Flooding
- Water leaking onto electrical equipment
- Insecure external window, door or lock
- Failure of door entry system – only if locked in or out
- Defective Heat or Smoke Detector
- Severe storm damage (assess or make safe)
- Roof leak that is severe causing structural damage and or danger to life (near electrics) - assess & temporary repair.
- Blocked, main drains soil pipe or sole toilet (excluding contract holder responsibility). Always report to Welsh Water Sewerage services and emergencies on Telephone: 0800 085 3968 (24 hours a day, 7 days a week) before contacting Bron Afon.
- Failure of lift · Fire damage (assess and make safe)
- Lighting to Communal stairs and landings and escape routes
- Defective fire doors to communal areas within flats
- Defective sprinkler systems to tower block
- Damaged exposed asbestos
- Serious hazards causing slip trip or fall e.g. Defective step or retaining wall posing immediate real hazard.
- Loose or detached banister or handrail

## Routine Repairs

These are repairs where there is a risk to the customer or property if the repair is not dealt with quickly.

**TIMESCALE:** We aim to complete these repairs within 5 working day.

### EXAMPLE REPAIRS

- Partial loss of electricity supplies
- Heating or hot water not working (between 1st May to 31st October)
- Roof leak with no danger to life or serious structural damage – (assess or repair).
- Blocked sink, bath, basin, toilet (excluding contract holder responsibility)
- Defective cistern, toilet pan or overflow
- Showers if no separate bath facility.
- Rotten timber flooring or stair tread.
- Insecure door entry systems.
- Toilet not flushing if there is only one toilet in the property (excluding contract holder responsibility)

## General Repairs.

These are works required to the home that are large scale, classed as non-urgent or are deemed to be improvements.

**TIMESCALE:** We aim to complete these repairs within 90 working days

### EXAMPLE REPAIRS

- Follow up repair to leaking roof
- Faulty extractor fan
- Dripping or leaking taps or shower units
- Toilet not flushing if there is more than one toilet in property
- Minor electrical faults
- Radiator leak (containable)
- Kitchen cupboard doors
- Internal doors that are sticking
- Blocked gutters
- Cavity Wall Extraction (if causing damp issues)
- Minor Heating faults or breakdowns

## Planned Work

These are works required to the home that are large scale, classed as non-urgent or are deemed to be improvements.

**TIMESCALE:** There is no defined timescale for when these works will be completed.

### EXAMPLE REPAIRS

- Kitchen replacement.
- Bathroom replacement.
- Electrical rewiring.
- Roof covering.
- Gardens.
- Fencing.
- Large scale plastering works.

For further information please visit our Self-help guides on our website.

[www.bronafon.org.uk](http://www.bronafon.org.uk)