Priority of Repairs

When you report a repair it is placed in one of the following three categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Emergency work</td>
<td>Dealt with within 24 hours</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Routine repairs</td>
<td>Completed within 10 working days</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Programmed repairs</td>
<td>Surveyed within 10 working days and completed within 8 weeks to 12 months according to the job</td>
</tr>
</tbody>
</table>

Examples of priority 1 repairs are:

- Total failure of electrical power and/or lights
- Serious water leaks
- Total loss of heating

Examples of priority 2 repairs are:

- Minor repairs to windows or doors
- Repairs to kitchen units
- Ceiling repairs

Examples of priority 3 repairs are:

- Repairs to paths
- Repairs to guttering
- Repairs in communal areas