

## Priority of Repairs

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

Category	Description	Timescale
Priority 1	Emergency work	Dealt with within 24 hours
Priority 2	Routine repairs	Completed within 10 working days
Priority 3	Programmed repairs	Surveyed within 10 working days and completed within 8 weeks to 12 months according to the job

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