

Repairs and Maintenance Time Scales

All repair work that is the Charity's responsibility should be reported promptly in the first instance to the team based in Ramsey House.

Repairs are prioritised according to their nature and urgency. An indication of the timeframe for repairs is:

Priority 1	Emergency	Within 24 hours
For Example: Flooding, major fault with electrical supply, storm damage, heating loss, gas or carbon monoxide leak, total loss of water and more.		
Priority 2	Urgent	A repair which significantly affects the comfort or convenience of the resident - within 5-7 days
For Example: Plumbing leaks, blocked sink/waste, overflowing toilet, heating or hot water faults, minor electrical faults, roof leaks, security of doors and windows, unsafe flooring.		
Priority 3	Non-Urgent	Repairs which can safely wait to be dealt with within 4-8 weeks
For example: Routine repairs to doors windows and floors, mild dampness, repairs to external fences, minor plumbing repairs e.g. dripping taps, other minor day to day repairs/replacement.		

Please note the timescales are approximate according to the availability of contractors.

An emergency is any defect which puts health, safety, or security of residents at risk, or which seriously affects the structure of the building.

We have a maintenance assistant on site for minor repairs, and we use a small network of locally based contractors to carry specialist work such as plumbing and electrical works. The service they provide is excellent and they are regularly monitored to ensure high standards are maintained. Although we strive to carry out repairs as soon as possible, it is not always possible for contractors to call out the same day.