



Target Response Times

The below table outlines the target times for attending to reported maintenance. In the case of an **'emergency'** the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

	Emergency repair work	Urgent repair work	Permanent repair work	General repair work
Building fabric	4 hours	24 hours	5 days	4 weeks
Drainage	24 hours	48 hours	5 days	4 weeks
Fixtures and fittings	4-6 hours	48 hours	5 days	4 weeks
Floors and floor coverings	2-6 hours	48 hours	7 days	1 week
Decorative finishes	n/a	n/a	7 days	4 weeks
Heating, water system and sanitary fittings	4 hours	24 hours	7 days	1 week
Electrical installations	4 hours	24 hours	5 days	4 weeks
Fire and smoke alarms	4 hours	24 hours	5 days	4 weeks
Fire extinguishers	Replaced within 24 hours			
Essential equipment (e.g total failure of locks, cooker, fridge, bed)	n/a	48 hours	n/a	1 week
Other equipment	Replaced within 7 days			
Roads, paths, etc.	6 hours	1 day	5 days	4 weeks
External works	4 hours	6 hours	7 days	4 weeks
Passenger lifts	2 hours	24 hours	n/a	28 days

Emergency repair work – repairs that require immediate temporary repair to prevent serious health and safety risks and major consequential damage to the premises.

Urgent repair work – repair to rectify health and safety risks and secure/prevent minor consequential damage to the premises.

General Repair – repairs which are neither emergency nor urgent repairs.