

STANDARD REPAIRS



We will normally either repair or come out to inspect the following issues within 10-25 working days. Further visits may be needed to resolve some problems.

Loft insulation	Solid fuel repairs (where you have other heating available)	Damaged steps and stairs	Damaged canopies
Small paving and pathway repairs	Faulty communal washing lines or rotary driers	Air vent or air brick repairs	Noisy water pipes ('water hammer')
Loose or damaged external waste pipes	Bath repairs	Fitting or flushing a MagnaClean	Toilet pan repairs
Minor water pipe leaks or replacement	Leaking water trap	Insulating water tanks	Sink repairs
Motorised valve not working	Faulty radiators and valves	Blocked wastepipes you can't clear yourself	Minor drain repairs
Solar panel work (unless you installed them)	Streetlight repairs	Shower tray and door repairs	Repressurising a boiler after repeat issues
Moving and repairing heating controls	Repairing external lights in communal areas	Replacing or repairing riser rails	Worktop repairs
Electric heating repairs	Repairing pre-installed electric fires	External door repairs (to make them secure)	Internal doors and all furniture repairs
Individual lighting faults	Exterior electricity socket work	External window repairs (to make them secure)	Letterbox repairs
Replacing or repairing extractor fans	External lighting	Removing and re-fixing kitchen units where necessary	Garage door repairs
Repairing or replacing bath timber supports	Repairing electrical earthing to pipework	Shower curtain rail repairs	Repairing water tank stands
Immersion heater repairs (where you have another hot water source)	Work on electrical sockets	Repairing lintels	Meter box repairs
Glazing cassette repairs	Plinth heater repairs	Electric cooker repairs (when pre-installed)	Blocking-up holes to keep out pests
Window repairs (if secure)	Door frame or architrave repairs	Soffit and fascia repairs	Stair-rail repairs
Grab rail installation or repair	Loft hatch repairs	Child restrictors	Adjusting door closers
Weatherboard repairs	Joist repairs	Treating woodworm	Flooring repairs
Repairing window sills	Replacing seals around doors, windows, baths etc	Bath panel and studding repairs	Repairing window hinges
Kitchen unit repairs (including shelving and drawers)	Minor leaks in heating pipes	Repairing communal outdoor ashtrays	Post and wire fencing repairs and inspection
Minor water tank leaks	Minor hot water or mains water leaks	Leaking soil pipe (external)	Inspecting and measuring for new doors and windows
External overflow leaks	Minor boiler leaks	Gas appliance checks when you have reported certain issues (eg high bills)	Repositioning gas meters
Problems with your stoptap	Minor condenser pump leaks	Blocked toilet (if you have access to another)	Shower seat repairs
Gas service follow-ons	Fixing pipework clips	Repairing dents in pipes	Gas fire repairs
Faulty thermostatic mixing valves	Toilet cistern repairs	Repairing sinks	Renewing condensate pipework
Unvented cylinders and associated valves and vessels	Tap repairs	Service valve problems	Renewing boiler blow off pipe
Gas cooker repairs (pre-installed)			