

REPAIRS TIMESCALE

Standard repairs



Standard repairs will be repairs or initial inspections where longer works/replacement of items may be identified and followed on for planned works. Work to be completed between 10-25 working days.

	Solid fuel repairs (not only form of heating)	Steps repairs	Canopy repairs
Loft insulation	Rebed slab (small area)	Communal line posts/rotary driers	Air vent/air brick repairs
Water hammer	External waste pipe loose or damaged	Bath repairs	Magna clean (fit/flush)
WC pan repairs	Pipework repairs (leaking/damaged/renew)	Leaking trap	Fit insulation to tanks
Sink repairs	Motorised valve not working	Radiator valves (leaking/not working/renew)	Blocked waste you can't clear
Radiator not working/leaking	Containable leak	Drainage repairs (usable)	Repressurise boiler after repeat calls
Solar panels (if FHG installed)	Street light	Shower tray/door repairs	Worktop repairs
Moving a room stat (incorrectly positioned)	External lighting communal	Riser rail (repair or replace)	Internal doors and all furniture repairs
Room stat/ programmer/ heating controls (repair/replace)	Electric fire repairs	External door repairs (secure)	Letterbox
Electric heating repairs	Outside sockets	External window repairs (secure)	Garage door repairs
Individual lighting fault	External lighting	Remove and re-fix kitchen units for our benefit	Tank stand repairs
Extractor fan (repair/replace)	Earth bonding to pipework	Shower curtain rail repairs	Meter box repairs
Timber supports under a bath	Sockets	Lintels	Block up holes to stop pests entering
Immersion heater (faulty/other forms of hot water available)	Plinth heater repairs	Electric cooker repairs (FHG cooker)	Stair rails repair/ refix
Glazing cassettes repairs	Door frame/ architrave	Soffit and fascia repairs	Adjust door closer
Window repairs if secure	Shower door seals	Child restrictors	Flooring repairs
Grab rails	Loft hatch repairs	Treat woodworm	Window hinges
Shower tray reseal	Joists	Bath panel and studding	Install or repair post and wire boundary markers (not fences)
Weather boards	Seals (windows/baths/basins/ doors)	Communal repair of cigarette box	Inspection/ measure of windows/doors (where unable to repair)
Timber/UPVC window sill repairs	Leaking heating pipes (containable)	Soil stack leaking (external)	Inspection/ measure of DGU
Kitchen unit repairs (including shelving, edging drawers)	Mains/hot water pipework leaking (containable)	Gas appliance check following issue raised by you (e.g incorrect operation/high bills etc)	Paths (repair/patch)
Tank leaking through ceiling (containable)	Boiler leaking (containable)	Reposition gas meter following work by cadent	Repair stairs
Leaking cylinder (containable)	Condense pump leaking (containable)	WC blocked (other wc available)	Shower seat repair/refix
Overflow leaking external	Gas pipework reclip	Pipework dented	Gas fire repairs
Stop tap leaking/ not working	WC cistern repairs	WHB repairs	Renew condensate pipework
Gas service follow ons	Tap repairs	Service valve leaking/won't turn	Renew boiler blow off pipe
TMV not working	Unvented cylinders and associated valves/vessels	Gas cooker repair (FHG cooker)	Communal aerial issues/problems