
Repairs response times

The following is a list of response times for different types of repairs.

Please be aware that any list will miss out some possible repairs. In allocating priorities to repairs not on this list Hanover will use the following definitions, which were suggested by the Housing Corporation (now replaced by the Tenant Services Authority).

Emergency Repairs – to be completed in 24 hours

A defect which puts the health, safety or security of the tenant or third party at immediate risk, or which affects the structure of the building adversely.

Urgent Repairs – to be completed in 7 days

A defect which is not an emergency or routine repair

Routine Repairs – to be completed in 28 days

Defects that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or third party, or the long term deterioration of the building and can wait for the next convenient maintenance visit

REPAIR PROBLEM	TIMESCALE FOR COMPLETION OF REPAIR
HEATING	
There is no heating at all, or the lounge heater is not working	24 hrs between October to April Temporary heating if the repair cannot be completed within 24 hours 7 days between May and September
An individual heater is not working	7 days
There is no hot water	24 hrs
There is a suspected gas leak or fumes from a blocked flue. CO detector activation.	2 hrs (Transco response time)
There is no gas supply	24 hrs
Insulation to a pipe or tank is damaged	28 days
PLUMBING	
There is no water	24 hrs
There is a burst water main or flooding	24 hrs
The toilet will not flush	24 hrs
There is a leaking toilet pan or waste pipe	24 hrs
The toilet cistern/flush mechanism is not working properly	7 days

There is a serious leak from a pipe, valve or tank, or burst pipe or tank	24 hrs
There is a minor pipe, valve or tank leak	7 days
The overflow pipe is constantly dripping or running water	7 days (24 hours if causing a health and safety risk)
A tap or stopcock does not turn off	24 hrs
The stopcock is hard to turn	28 days (7 days in high risk situations)
KITCHEN & BATHROOM FITTINGS	
A cupboard door, drawer unit or worktop is damaged or broken	28 days
Some glazed tiles are cracked	28 days
The toilet seat is broken	28 days (24 hrs or 7 days in high risk situations)
New bath panel is needed	28 days
The sink or washbasin is cracked	28 days (24 hrs or 7 days if leaking or a health and safety risk)
The washbasin is loose on the wall	28 days (24 hrs or 7 days in high risk situations)
The bath, shower-tray or shower hose/ head is damaged or faulty	28 days (7 days in high risk situations)

The toilet pan or cistern is cracked	7 days (24 hrs if leaking or a health and safety risk)
DRAINS	
A manhole cover is missing or broken	24 hrs
The toilet is blocked	24 hrs
Water is coming back up through the plughole/toilet/outside drain	24 hrs
The main drain is blocked	24 hrs
An individual drain, sink, basin or bath is blocked	7 days
A rainwater drain cover is broken	28 days
GUTTERING	
A gutter is blocked	7 days
A gutter or drain pipe is damaged	28 days (7 days in high risk situations)
ELECTRICS	
There is no power, or there is a major electrical fault	24 hrs
All Lights in the property are flickering	24 hrs
Outside or communal lights are flickering	7 days
Faulty or overheating switch or socket, light point or fuse board	24 hrs

Minor electrical faults	7 days
DOORS & WINDOWS	
There is a security problem affecting an outside door or window, for example: it cannot be closed or locked	24 hrs
Glazing to a door or window has been damaged	24 hrs (to make safe)
There is a security problem affecting an internal door or window	7 days
A door or window needs re-glazing	7 days
A handle or hinge needs replacing, but no security problem exists	7 days
A door or window is sticking	28 days
Door stop, frame or skirting is loose	28 days
Draught seals need replacing	28 days
Letter box, door knocker or door numbers need replacing	28 days
A door is damaged or broken	28 days, or refer to planned work programme
A window sash fastener is broken	28 days
Window beading is damaged	28 days
A garage door is faulty or damaged	28 days (7 days in high risk situations)

WALLS, FLOORS & STAIRS	
There is severe dampness	7 days
There are serious cracks in the walls. (It is the resident's responsibility to repair minor plaster cracks)	28 days (for inspection and repair, or refer to planned work programme)
Redecorate following a leak, dampness repair or other works carried out	28 days
Floor coverings are damaged, e.g.: damaged floor tiles	28 days
The floor structure is damaged, e.g.: rotten wooden planks	7 days
A dado rail, picture rail or skirting is damaged	28 days
A stair tread, hand rail or banister is damaged	7 days
OUTSIDE WALLS	
Rendering is damaged or faulty	28 days
Hanging wall tiles/UPVC cladding needs repair	28 days (7 days in high risk situations)
The mortar between bricks has crumbled near doors and windows and the brickwork is now defective	28 days
Replace damaged air vents or brick	28 days

ROOF	
There is a major roof leak	24 hrs (to make safe)
There is a roof leak	7 days
Tiles or slates are loose, broken or missing	7 days
A flat roof needs patching	28 days
Roof boarding is damaged or rotten	28 days
FENCING & PAVING	
A fence or gate is damaged	28 days (repair only)
A fence or gate needs replacing	Refer to planned work programme
Paving is a trip hazard	7 days (repair only)
ALARM SYSTEM	
The emergency alarm system for the whole estate has failed	4 hrs
The emergency alarm system is faulty	24 hrs
Smoke detector not working	24 hrs
TV AERIALS	
The (Hanover) TV aerial is faulty (communal or individual)	7 days

PESTS	
The property is infested with rats, mice or other pests, and a serious health and safety risk exists	24 hrs
Otherwise	7 days
LIFTS	
The lift is not working	24 hrs
ENTRYPHONE	
The entry phone is not working	7 days
ADAPTIONS	
An adaptation is loose or damaged and is a health and safety risk	24 hrs
GRAFFITI	
There is offensive or racist graffiti	24 hrs
There is other graffiti	7 days
NEW LETTINGS	
Our let table standard describes the works we carry out to empty properties and within the first 28 days of a new resident moving in. Please ask to see a copy.	