



Info - FAQ

Repairs and Maintenance Quick Reference Guide

Organisational

Category 1- Urgent

Time frame to respond = within 24 hours

Definition : **Emergency work that must be undertaken immediately as it poses an immediate threat to either person or property**

Loss of power / lighting

Loss of water

Gas leak

Hot water service – burst, not working

Blocked drains, sinks, baths, basins, toilets

Property Security eg any fault or damage that makes the property unsafe/not secure eg external locks, wall breach

Serious roof leak

Flooding (maybe Category 2**)

Category 2 - Priority

Time frame to respond = within 2-3 days

Definition : **Work that is of an urgent nature that does NOT pose any life threatening risk to person or property**

Repairs to taps / dripping taps

Re-fix loose / broken, rotted floor boards

Leaks to waste pipes to internal fittings (maybe Category 1**)

Flushing cisterns

Repair internal door entry

Fallen gutters/downpipes

Blocked surface water drains ie stormwater

** Refer to Maintenance Co-ordinator to determine the severity of the problem and whether should be Category 1 or 2, hence the time frame to respond.



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Category 3 – Non-urgent

Time frame to respond = up to 21 days

Definition : **Work that is of a non-urgent nature that does NOT pose any life threatening risk to person or property**

Brickwork
Clothesline
Communal(shared) areas of flats
Cupboards
Dampness or condensation
Doors
Downpipes
External joinery repairs/painting
General electrical repairs to light sockets, switches, extractor fans
Fascia/soffit boards
Flashings
Floor coverings (repair)
Kitchen fittings
Letterbox
Outbuildings
Paths
Rewiring electrical
Sinks / sink units
Skirting boards
Internal door eg won't close properly
Windows eg won't close properly
Toilet pans – replace
Wash/hand basins - replace



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Category 4 - Scheduled

Time frame to respond = 2+ months

Definition : **Non-emergency work, major works and upgrades**

Bathroom upgrades

Electrical upgrades

External & internal paint

Fencing

Sewer upgrades

These works are usually always scheduled maintenance upgrades, as per Asset Management plan.