

How quickly will my repair be finished?

As you may realise, every repair that Impact does is given a priority coding. This lets the contractor know how quickly they must complete the works. The code is printed on the pink copy of the order you receive. This is printed alongside the PRIORITY heading.

In the Tenant's Handbook there is a list of these priority categories, with the expected completion time for each. There is also a short list under each heading of the type of repairs in that category.

**Keep
this list
handy
for
future
reference**

We circulated a detailed list of repairs by priority 2 years ago and thought it would be useful to circulate an updated list. Keep this list handy and when you report a repair you can see how quickly the job will be completed.

As well as the four codes, some pink confirmation slips you receive may be coded 4 – CYCLICAL or PLANNED. These works should be completed in 84 days. They are works, which we have planned to carry out, or which are due under a regular cycle. For example: external decoration, fitting of double glazing, new kitchen units etc.

IMPACT HOUSING ASSOCIATION

CODE

0

General

These works should be completed within 28 days of reporting

JOINERY

- Re-secure loose floorboards.
- Ease sticking internal door.
- Repair squeaky stairs.
- Repair broken or damaged fittings – e.g. Kitchen Units.
- Repair yard/outhouse gates or doors.
- Renew area of rotten wood.
- Re-putty windows.
- Re-fix loose door/window handles or hinges.
- Ease sticking window.
- Repair broken/rotten fence.
- Provide and fix new letterbox.
- Fit new weatherboard/threshold
- Repair door casing.
- Replace bath panel.

PLUMBING

- Re-fix gutter.
- Re-fix downpipe.
- Re-fix waste or soil pipe.
- Repair gutter joint/end.
- Remedy poor water pressure.
- Re-fix WC pan.
- Re-fix wash-hand basin.
- Repair slightly dripping overflow.
- Supply and fix new WC seat.
- Repair taps.
- Supply and fit new bath/WC/wash-hand basin.
- Re-seal around sink, bath, shower.
- Supply and fix plug and chain.
- Clear blocked gutters

HEATING

- Repair Gas Fire casing.
- Renew radiants to gas fire.
- Noisy boiler – remedy.
- Re-secure loose radiator.

ELECTRICAL

- Repair noisy extract fan.
- Secure loose ceiling rose.
- Change single socket to double socket.

GENERAL/BUILDING/ROOFING

- Renew broken ceramic tile.
- Fix wire balloon to chimney.
- Renew chimney pot.
- Hack off area of perished plaster and replaster.
- Check faulty flashings and repairs.
- Re-pointing works.
- Rendering works.

CODE

1

Urgent

These works should be completed within 7 days of reporting

JOINERY

- Ease badly sticking door/windows.
- Re-fix banister to stairs.
- Repair raining in door/window.

PLUMBING

- Repair slow leak to radiator/pipework.
- Repair dripping sink waste.

IMPACT HOUSING ASSOCIATION

- Replace broken sash cord.
- Provide and fit ventilation grille to door/window.
- Renew broken door handles.

HEATING

- Re-secure loose knob to gas fire.
- Repair faulty programmer/timer.
- Repair faulty/noisy pump.
- Provide and fit gas cowl.

ELECTRICAL

- Repair door bell.
- Repair entry phone.
- Repair/renew immersion heater (where there is alternative heating).
- Repair fault on storage heater.
- Repair faulty socket/cooker box.
- Repair faulty light.
- Repair instant heat shower.

- Repair running overflow.
- Rectify slow draining bath/sink waste.
- Repair/renew tap with no flow.

GENERAL/BUILDING/ROOFING

- Replace or re-fix missing or loose slates/tiles.
- Re-secure ridge tile.
- Renew gas cowl
- Check leaking roof and report back.
- Renew ceiling.

CODE

2

Priority

These works should be completed within 24 hours of reporting

JOINERY

- Back or front door won't open.
- Dangerously loose floorboards – remedy.
- Ground floor window won't close - secure

HEATING

- No hot water – please remedy.
- Pilot light keeps going out – repair.
- Gas fire won't light.
- Flue blocked – please remedy.
- Faulty boiler thermostat - repair

ELECTRICAL

- Sockets/switch sparking – repair.
- All storage heaters failed – remedy.
- Repair/renew immersion heater (where no alternative water heating).
- Repair faulty cooker point.

PLUMBING

- Clear blocked sink/bath waste.
- Repair leak to WC waste.

GENERAL/BUILDING/ROOFING

- Repair bas storm damage to roof.
- Make safe dangerous yard wall.

CODE

3

Emergency

These works should be completed within 2 hours of reporting

IN AN EMERGENCY – telephone your local area office immediately
WEST CUMBRIA – 01900 842100 **SALTERBECK** – 01946 833100
CARLISLE – 01228 633600 **PENRITH** – 01768 861650
KENDAL – 01539 742350

JOINERY

- Property entrance door won't lock – repair.
- Sole entrance door to property won't open – repair.
- Secure property after break in.

HEATING

- Central heating not working (where no gas fire) – repair.
- Small of fumes/gas from fire or boiler – investigate and repair.

ELECTRICAL

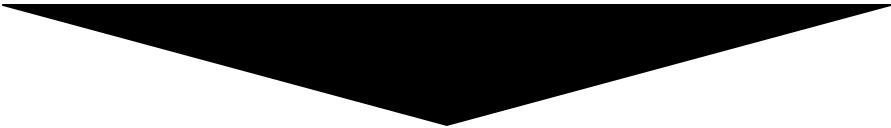
- No power to sockets or lights – remedy.

PLUMBING

- Burst pipe.
- Burst tank.
- Blocked WC.
- Blocked drain.
- Repair bad leak to pipe/radiator.

GENERAL/BUILDING/ROOFING

- Make safe dangerous internal wall.
- Make safe dangerous ceiling.
- Make safe dangerous chimneystack.
- Make safe dangerous slates.



It is important that when you report a repair you give as much detail as possible about the repair. This helps us to action the works and gets the job done.

To make sure repairs are completed on time it is important that you give access details and stay in at agreed times.