

Repair Priorities

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N/A = Not applicable		Red box	= The tenant is responsible for this item				
Trade	Area	Repair	Existing Timescale	Proposed Timescale	Emergency Callout	Charge to Tenant	Notes or Actions by tenant
Plumber	Bathroom	WC not flushing	Emergency	Emergency			Use bucket of water to flush - Urgent if second WC in property
Plumber	Bathroom	WC blocked	Emergency	Emergency	Yes	Perhaps	Urgent if secondary WC - Recharge if blockage caused by tenant
Plumber	Bathroom	WC Broken toilet seat	Routine	Urgent			
Plumber	Bathroom	WC handle broken	Routine	Urgent			Use bucket to flush toilet
Plumber	Bathroom	WC flush constantly running	Urgent	Urgent			
Plumber	Bathroom	WC replace cistern	Routine	Inspect			
Plumber	Bathroom	Replace wash hand basin, bath or WC	Routine	Inspect			
Plumber	Bathroom	Shower not working	Routine	Urgent			
Plumber	Bathroom	Replacement shower	Routine	Urgent			
Plumber	Bathroom	Repair faulty shower drain pump	Routine	Urgent			
Plumber	Bathroom	Re-enamel bath	Routine	Planned			
Joiner	Bathroom	Renew bath panel	Routine	Inspect			
Plumber	Bathroom	Running overflow	Routine	Routine	Perhaps		Could be emergency in freezing weather
Electrician	Bathroom	Replace broken pullcord	N/A	Urgent			
Builder	Kitchen/Bathroom	Broken or missing tiles	Routine	Inspect			
Builder	Kitchen/Bathroom	Defective seals to sinks/ units etc.	Routine	Routine			
Plumber	Kitchen/Bathroom	Replace sink/ bath plug and chain	N/A	Routine			
Plumber	Kitchen/Bathroom	Loose sink or sanitary fitting	Routine	Routine			
Plumber	Kitchen/Bathroom	Tap loose	Routine	Routine			
Plumber	Kitchen/Bathroom	Tap dripping	Urgent	Routine			
Plumber	Kitchen/Bathroom	Tap will not turn off	Emergency	Emergency	Yes		
Joiner	Kitchen	Kitchen drawer off runners	Routine	Routine			
Joiner	Kitchen	secure worktop	Routine	Routine			
Plumber	Kitchen	Repair valve connectors for washing machine	Routine	Urgent			
Plumber	Kitchen	Fit washing machine supply valves and waste connections	N/A	Urgent			
Joiner	Kitchen	Resecure worktop	Routine	Routine			
Joiner	Kitchen	Repair kitchen cupboard or wall unit	Routine	Routine			
Heating Engineer	Kitchen	Repair Cooker bayonet	Routine	Urgent			
Heating Engineer	Kitchen	Reposition cooker bayonet	Routine	Routine			
Joiner	Kitchen	Repair kitchen units and/or doors	Routine	Inspect			
Joiner	Kitchen	Replace worktop	Routine	Inspect			
Plumber	Kitchen	Waste pipe blocked	Emergency	Emergency	Yes	Perhaps	Recharge if blockage caused by tenant
Joiner	Doors/Windows	External door sticking	Routine	Routine			
Joiner	Doors/Windows	External door not locking- problem with lock	Emergency	Emergency	Yes		
Joiner	Doors/Windows	Repair key snapped in door lock	Emergency	Emergency	Yes		
Joiner	Doors/Windows	Sticking door lock/ key stuck in lock	Emergency	Emergency	Yes		Can back door be used if door locked or secure?
Builder	Doors/Windows	Mastic sealing to windows and doors	Routine	Routine			
Joiner	Doors/Windows	Repair to window or door frame (wood or uPVC)	Routine	Routine			
Tenant Responsibility	Doors/Windows	Lost keys	N/A	N/A			Tenant responsible for lost keys
Electrician	Doors/Windows	Faulty door bell	Routine	Routine			
Joiner	Doors/Windows	Replace letterbox cover	Routine	Routine			
Joiner	Doors/Windows	Window opening mechanism stiff to operate	Routine	Routine			
Joiner	Doors/Windows	Make secure to broken windows (boarded or maxam film)	Emergency	Emergency	Yes		
Glazier	Doors/Windows	Replace broken windows (single glazed)	Routine	Urgent			
Glazier	Doors/Windows	Replace broken windows (double glazed)	Routine	Routine			
Glazier	Doors/Windows	Replace failed double glazed unit (misting in sealed unit)	Routine	Inspect			

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Joiner	Doors/Windows	Replace draughtproofing seals to doors or windows	Routine	Routine			
Builder	Roof works	Minor roof leaks	Routine	Urgent			Bucket/towel to catch leak. May be subject to safe working conditions
Builder	Roof works	Major roof leaks	Emergency	Emergency	Yes		Bucket/towel to catch leak. May be subject to safe working conditions
Plumber	Roof works	Gutter cleaning	Routine	Planned			
Plumber	Roof works	Gutter leaking	Routine	Routine			
Builder	Roof works	Refit/replace missing roof tiles	Routine	Routine			May be subject to delay due to weather conditions
Builder	Roof works	Refit/replace missing or slipped flashings	Routine	Routine			
Builder	External	Repairs to external walls and render	Routine	Planned			May be subject to delay due to weather conditions
Electrician	External	Faulty external security light	Routine	Routine			
Electrician	External	Communal aerial defect	Routine	Routine			Where fitted in communal flats
Painter	External	Graffiti Removal	Routine	Routine			Could be emergency if racist or offensive
Painter	External	Repaint area of wall or woodwork (not in programme)	Routine	Routine			
Plumber	External	Repair broken or leaking downpipes	Routine	Routine			
Builder	External	Seal pipework where passes through external wall	Routine	Routine			
Joiner	Fencing	Fencing repairs- make safe if safety risk	Routine	Emergency	Yes		
Joiner	Fencing	Fencing repairs	Routine	Planned			May be subject to inspection
Joiner	Fencing	Replace or repair gate	Routine	Planned			May be subject to inspection
Builder	External works	Repairs to uneven paving slabs or driveways	Routine	Planned			
Builder	External works	Replace clothes pole or rotary drier	Routine	Routine			Possible emergency to make safe
Builder	External works	Replace ropes in rotary drier	N/A	Routine			
Builder	External works	Clear blocked underground drains	Emergency	Emergency	Yes		May be extended if major excavation work is required
Other	Miscellaneous	Dampness in property	Routine	Inspect			
Other	Miscellaneous	Resecure loose pipes, fitting or cables	Routine	Routine			
Joiner	Miscellaneous	Replace corrugated roof to shed	Routine	Inspect			
Other	Miscellaneous	Repair garage door	Routine	Routine			
Other	Miscellaneous	Removal of wasps nest	Routine	Routine			
Builder	Miscellaneous	Sealing gaps or holes where pests entering properly	Routine	Routine			
Other	Miscellaneous	Removal of squirrels etc in roof space	Routine	Routine			
Joiner	Miscellaneous	Forced entry to property or garage	Emergency	Emergency		Yes	Possible recharge
Builder	Miscellaneous	Uplift and dump items left in property/ bin store	Routine	Routine		Yes	
Tenant Responsibility	Miscellaneous	Eradication of fleas	N/A	N/A			Possible involvement of WLC Environmental Health
Tenant Responsibility	Miscellaneous	Eradication of other pests (Ants, mice, silver, fish)	N/A	N/A			Possible involvement of WLC Environmental Health
Electrician	Heating	Faulty storage heater	Urgent	Urgent			
Heating Engineer	Heating	Radiator not heating up fully	Routine	Routine			
Heating Engineer/ Electrician	Heating	Total loss of heating in whole house	Emergency	Emergency	Yes		
Heating Engineer/ Electrician	Heating	Loss of heating in room	Urgent	Urgent			
Heating Engineer/ Electrician	Heating	No hot water	Urgent	Urgent	Yes		Use immersion of fitted or shower for washing
Heating Engineer	Heating	Pressure drop on boiler	Routine	Urgent			
Heating Engineer	Heating	Noisy heating boiler	Routine	Routine			
Heating Engineer	Heating	Heating and/ or hot water on all the time	Routine	Urgent			Boiler can be switched off
Heating Engineer/ Electrician	Heating	Hot water supply too hot or too cool	Routine	Urgent			
Heating Engineer	Heating	Leak at radiator	Emergency	Emergency	Yes		
Heating Engineer	Heating	Repair faulty thermostatic radiator valve	Routine	Routine			
Heating Engineer	Heating	Replace radiator	Routine	Routine			
Heating Engineer	Heating	Repair or replace gas boiler flue terminal guard	Urgent	Urgent			

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Heating Engineer	Heating	CO alarm sounding	Emergency	Emergency	Yes		
Electrician	Internal	Smoke alarm bleeping	Routine	Routine			Disconnect battery
Electrician	Internal	No power or lighting in one room of property	Emergency	Urgent			Check fuse board/ consumer unit
Electrician	Internal	No power or lighting throughout property	Emergency	Emergency	Yes		Check fuse board/ consumer unit
Electrician	Internal	Faulty power socket	Urgent	Urgent			
Electrician	Internal	Socket or switch showing signs of overheating	Routine	Urgent			Do not use if possible
Electrician	Internal	Fluorescent tube or bulb in sealed fitting	N/A	Urgent			
Electrician	Internal	Check of electrical systems after flood	Routine	Emergency			
Electrician	Internal	Extractor fans/ ventilation systems	Routine	Routine			
Electrician	Internal	Tumble drier fault	Routine	Routine			
Electrician	Internal	Immersion heater not working	Emergency	Urgent	Yes		Routine if gas heating of hot water is possible or use of shower to wash
Plumber	Internal	Major leak from water pipe	Emergency	Emergency	Yes		Place bucket/ towel under leak. Turn off water at stopcock and drain tank
Plumber	Internal	Minor leak from water pipe	Urgent	Urgent			Place bucket/ towel under leak
Plumber	Internal	Burst pipe	Emergency	Emergency	Yes		Turn off water at stopcock - drain down tank
Plumber	Internal	Frozen pipes	Routine	Urgent			May be subject to external temperature
Plumber	Internal	No water supply	Emergency	Emergency	Yes		Could be water company problem
Plumber	Internal	Poor water flow rate	Routine	Inspect			
Plumber	Internal	Water hammer in pipes	Routine	Urgent			
Joiner	Internal	Replacement of window or door handles	Routine	Routine			
Joiner	Internal	Faulty door catch	Routine	Routine			
Joiner	Internal	Adjust internal door to allow door to close properly	Routine	Routine			
Joiner	Internal	Sliding door off runners	Routine	Routine			
Joiner	Internal	Repair loose or squeaking floorboards	Routine	Routine			
Joiner	Internal	Repair steps or handrails and balustrades	Urgent	Urgent			Possibly emergency if unsafe
Joiner	Internal	Unsecure or non-compliant balustrade or handrail	Urgent	Urgent			
Tenant Responsibility	Internal	Lay plywood for vinyl floor covering	N/A	N/A			
Joiner	Internal	Repair damaged skirting boards or facings	Routine	Routine			
Joiner	Internal	Clean or replace window trickle vents	Routine	Routine			
Joiner	Internal	Renew door stopper	Routine	Routine			
Joiner	Internal	Renew internal door	Routine	Inspect			
Joiner	Internal	Faulty window opening restrictor	Routine	Urgent			
Painter	Internal	Repair taped joints to plasterboard or partitions	Routine	Routine			
Painter	Internal	Repaint area of wall or woodwork	Routine	Routine			
Tenant	Internal	Fill and make good to small holes and cracks	N/A	N/A			As part of redecoration
Builder	Internal	Fill and make good to large holes or cracks	Routine	Routine			Crack over 5mm wide or hole greater than 25mm diameter
Electrician	Common stair	Entryphone faults	Routine	Routine			
Electrician	Common stair	Repair/ replace bulbs to lighting in common stairs	Routine	Urgent			
Electrician	Common stair	Amend time of lighting coming on in common stairs	Routine	Routine			
Electrician	Common stair	Adjust service times for service entry to common stairs	Routine	Routine			
Joiner	Common stair	Repair to common stair entry door	Routine	Routine			
Joiner	Common stair	Make secure to broken windows (boarded or maxam film)	Emergency	Emergency	Yes		
Glazier	Common stair	Replace broken windows (single glazed)	Routine	Urgent			