## **REPAIRS - Emergencies and non-emergencies during Coronavirus pandemic**

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| **EMERGENCY REPAIRS** |
| An uncontainable water leak |
| Total loss of electricity (excluding utility supplier responsibility) |
| Total loss of water supply (excluding mains/Thames) |
| Fire damage |
| Making safe major structural damage |
| Serious blockages to main drains (or blocked toilet if it is the only one in the property) |
| Enabling access if door entry is permanently locked |
| Securing external doors after break in or vandalism |
| Complete loss of heating (in “winter” period Sept to May) |
| Loss of hot water |
| Offensive or discriminatory graffiti |
| Total loss of lighting to communal areas (emergency lighting on stairs or estate lighting) |
| Passenger lift repair or domestic stair-lift repair |
| **ADDITIONAL CHANGE FOR LEASEHOLDERS DURING PANDEMIC** |
| Uncontainable leaks – normal policy is to “trace and advise” i.e. Leaseholders have to get their own contractor to repair. During the pandemic, if THH contractors identify a straightforward source of a leak and are able to repair it during that visit, they will do so. |
| **NON-EMERGENCY REPAIRS BUT WILL BE ACCEPTED DURING PANDEMIC** |
| Less serious internal leaks, blocked drains, blocked sinks |
| TV aerial repairs |
| Other door entry system repairs |
| **NON-EMERGENCY ROUTINE REPAIRS – WILL NOT BE DONE AT THIS TIME** |
| Minor/containable leaks, minor plumbing work e.g. repairing taps |
| Minor roof repairs, clearing guttering and down pipes |
| Faulty electrical fittings, minor electrical faults |
| Repairs to outside walls |
| Repairing and replacing kitchen units and worktops |
| Replacing door and window furniture (where no safety or security risk) |
| Repairs to plasterwork, decorations etc. |
| Individual communal lighting repairs |
| Individual radiator repairs |