

REPAIRS priorities during Coronavirus

EMERGENCY REPAIRS
An uncontrollable water leak
Total loss of electricity (excl utility supplier resp)
Total loss of water supply (excl 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
Uncontrollable leaks – normal policy is to "trace and advise" i.e. Leaseholders are advised to employ their own contractor to repair.
ESSENTIAL REPAIRS
Less serious internal leaks, blocked drains, blocked sinks
Minor/containable leaks, minor plumbing work e.g. repairing taps
Minor roof repairs, clearing guttering and down pipes (unless causing water ingress)
Faulty electrical fittings, minor electrical faults
Individual communal lighting repairs
Individual radiator repairs – e.g. loss of heat from one radiator
TV aerial repairs
Other door entry system repairs
NON-EMERGENCY ROUTINE REPAIRS – Which are unlikely to be completed until the pandemic eases
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
Repairs to gates, fencing, bollards and paving (other than make safe)