

APPENDIX 1: RIGHT TO REPAIR POLICY

QUALIFYING REPAIRS & RESPONSE TIMES

Defect	Specified time Number of Working days
Blocked flue to open fire or boiler	1
Blocked leaking foul drains, soil stacks or toilet where there is no other toilet in the house	1
Toilet not flushing where there is no other toilet in the house	1
Blocked sink bath or basin	1
Loss of electrical power: Complete loss Partial loss	1 3
Insecure external window, door or lock	1
Leaks or flooding from water or heating pipes tanks cisterns	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Unsafe power or lighting socket or electrical fitting	1
Loss of water supply: Complete loss Partial loss	1 3
Loss or partial loss of gas supply	1
Loose or detached banister or handrail	3
Unsafe access path / step	1
Unsafe timber flooring or stair treads	3
Faulty mechanical extractor fan in internal kitchen or bathroom	7
Substantial damp and mould	20