

# Repairs priorities

These are the timescales used by social housing landlords for responding, when repairs are needed.

If there are young children, elderly people, or people with a disability living in the household, the landlord should take these into account when deciding on a response time.

Usually only emergency works will be carried out outside normal working hours. Some emergency repairs may have to be temporarily fixed until the following day, for example securing a property at night.



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## Emergency 24 hours

When there is an immediate threat to the safety, security or health and safety of residents or members of the public.

Examples:

- Serious water leaks and flooding
- Dangerous electrical faults
- Security risk to the property
- Toilet not flushing (if it's the only toilet in the property)
- Loss of heating or hot water in cold weather or which poses health and safety risks
- Threatened or actual collapse of any part of the building
- Damage caused by racial or other forms of harassment
- Total loss of water supply

## Urgent 5 working days

Anything that is causing serious inconvenience to the residents or likely to cause further problems to the building. May take longer if estimates or tenders are required.

Examples:

- Loss of hot water where no occupants are at risk
- Minor plumbing (e.g. a leak that can be contained)
- Leaking roofs
- Glazing where there is no security risk
- Minor electrical re-wiring
- Infestation of rats, mice or cockroaches

## Routine 28 working days

Anything that is not urgent or an emergency.

Examples:

- Easing doors and windows
- Minor fencing works
- Loose floorboards
- Replacing or repairing hinges
- Replacing or cleaning extractor fans
- Broken kitchen units
- Broken tiling
- Leaking gutters

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