

APPENDIX 3

BRIGHTON AND HOVE CITY COUNCIL

Responsive Day to Day Maintenance

The following timescales should be used by the Provider as the maximum timescales for attending to responsive day to day maintenance and repairs

- **Emergency repairs** should be carried out (or the matter made safe so reducing the urgency of the situation) within the same working day if the repair is reported before midday or the following day if reported after midday
- **Urgent repairs** should be carried out within 5 working days
- **Routine repairs** should be carried out within 21 working days

The following list gives an indication of the type of repairs in each category:

Emergency repairs within 24 Hours

- Gas Leaks
- Dangerous electrical faults
- Complete lighting failure
- Common area lighting failure
- Lift breakdowns
- Serious water leaks
- Blocked drains
- Dangerous structures
- Breakdown of heating systems in winter (where Occupiers are old, have young children or are otherwise vulnerable)
- Defects which prejudice Occupiers security

Urgent repairs within 5 Working days

- General electrical faults
- Failure of heating system in summer (where Occupiers are old, have young children or are otherwise vulnerable)
- Replacement of unsound flooring

Routine repairs within 21 Working days

All other repairs and maintenance unless the Property Owner proposes to include the works in a programme of planned maintenance within a reasonable period of time to be agreed with the Provider.

