



## Maintenance Time Schedule

House to Home Lettings Ltd must attend and endeavour to complete within the below time scale.

### Emergency Repairs (Within FOUR Hours)

- A flood or seriously leaking pipe
- Something else that is deemed to be a serious and immediate risk to your health and safety.

### Emergency Repairs (Within ONE Working Day)

- Complete loss of power and hot water
- Complete loss of heating (Between 30<sup>th</sup> October and 1<sup>st</sup> May) – Heaters must be supplied.
- A minor leak from a domestic pipe if the leak is not containable and/or it is causing damage to the property or belongings
- Broken toilet
- Downstairs broken windows
- Unable to gain access

### Urgent Repairs

- Complete loss of heating (Three Days) (Between 30<sup>th</sup> April and 1<sup>st</sup> November)
- A minor leak from a domestic if the leak is containable (Five Days)
- No lighting in one room (Five Days)
- Upstairs broken windows (Five Days)
- Removal broken White appliance (Seven Days)
- Mould (Seven Days)
- A minor leak from a waste pipe (Nine Days)
- Missing Tiles (Between 30<sup>th</sup> October and 1<sup>st</sup> May) (Seven Days)

### Non-urgent Repairs

- Removal of unwanted furniture and white appliances (Twenty Eights Days)
- Missing Tiles (Between 30<sup>th</sup> April and 1<sup>st</sup> November) (Twenty Eights Days)
- Pest Control (Depending of type of infestation) (Seven to Twenty-Eight Days)
- Cosmetic Decoration (Six Months)

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