



## COVID-19 Maintenance Time Schedule

### **CAT A - 4 Hours**

- Gas leak
- Non contained leak
- Fire safety alarms
- Window restrictors
- Secure premises
- Lost keys/ unable to gain access
- Communal HMO lights
- Pre-turnaround
- HMO turnarounds
- Washing facilities

### **CAT B - 24 Hours**

- Large contained leaks
- Blocked toilets – only 1 toilet
- Replacing door (HMO room doors or main doors)
- Complete loss of power
- Heating (1<sup>st</sup> November – 1<sup>st</sup> May)
- Trip hazards
- Hot water
- 1<sup>st</sup> rodent visit
- Occupancy checks
- Any hazard to occupant/property

### **CAT C - 3 Days**

- Broken furniture & white goods
- Turnaround to be completed
- Small contained leaks
- Fencing/securing gardens
- Roofing (roof tiles)

### **CAT D - 7 Days**

- Light in one room (if just a bulb SU will be charged)
- 2<sup>nd</sup> toilet blockage
- Mould
- 2<sup>nd</sup> rodent visit
- HMO inspections

### **CAT E / Furniture removal – After Restrictions**

- Rubbish clearance
- Furniture Removal
- Any other works the deem to be non-urgent