

Please note, any damage caused from severe weather conditions is not covered under the warranty. You will need to contact your own insurance company with a view to making a claim in this regard

Priority A Repairs – 1 Day

Any defect which puts the health, safety or security of the homeowner or a third party at immediate risk, or which affects the structure of the building adversely.

- Blocked flue
- Burst water main
- Blocked main drain, soil pipe or sole w.c.
- Flooding resulting from a defect
- Gas leak - Please contact the emergency gas number if you are concerned – 0800 111 999
- Loss of hot water. The immersion heater can be switched on to heat water in the cylinder.
- During period 1st Oct – 30th April for loss of heating
- Faulty or damaged windows and doors where these present a security or safety issue
- Unsafe electrical fittings
- Fire damage resulting from a defect
- Report of CO detector sounding
- Roof leaks
- Leaks which cannot be contained
- Total loss of water, gas or electricity – Please contact your supplier to confirm no works are being undertaken before calling the emergency line.

Priority B Repairs – 3 Days

Defect causing discomfort, inconvenience or nuisance to a homeowner or third party or likely to lead to further deterioration of the building if the problem persists

- Blocked drains, sinks, basins and baths
- Roof leaks
- Defective cistern or overflow
- Follow-up works for heating or hot water faults or breakdowns
- Minor electrical faults
- During period 1st May – 30th September for loss of heating
- Severe dampness resulting from a defect
- Minor plumbing leaks
- Damage to stair treads, handrails or banisters where this presents a safety issue
- Faulty extractor fan if this is the only form of ventilation
- Failure of entry phone / communal aerial – until handed over to Management Company

Priority C Repairs – 28 Days

Defects that can be deferred without serious discomfort, inconvenience or nuisance to homeowner or long-term deterioration of the building and can wait until the next convenient maintenance visit

- General joinery repairs
- Repairs to doors/windows where no security/safety issue
- Repairs to plasterwork

- Dripping/leaking taps or shower units
- Other minor plumbing repairs
- Repairs to external walls, fences and paths
- Repairs to tiling
- Repairs to walls, brickwork and slates/tiles
- Easing doors and windows
- Repairs/clearing of gutters and down-pipes
- Repairs to kitchen fittings
- Other minor day-to-day repairs or replacement
- Minor roof repairs
- Defective flooring and repairs to floor coverings