

Handy Guide to

Repairs - a summary

We offer a flexible repairs service, which includes a two hour appointment at a time to suit you including evenings, until 6pm, and Saturday mornings.

St Vincent's is responsible for the majority of repairs required to your home. There are some repairs which are your responsibility.

OUR RESPONSIBILITY

- *Sinks, toilets, electrical wiring, fitted heaters and radiators*
- *Structural damage to walls, external doors, window frames and drainage*

YOUR RESPONSIBILITY

See our Handy Guide to Recharges for a full list of repairs which are your responsibility.

We will carry out repairs within set timescales, which are:

EMERGENCY REPAIRS are those that may affect your safety. We aim to complete these repairs within 24 hours of being notified.

These include:

- *Burst pipes*
- *Total loss of electric power*
- *Dangerous structural faults*

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URGENT REPAIRS include loss of essential facilities to you. These repairs will be completed within 7 calendar days from the date we are notified.

These include:

- *Minor structural repairs*
- *Minor electrical faults*
- *Plumbing*

ROUTINE REPAIRS are where a repair can be left for a short time without causing any serious difficulty, we will carry-out the repair within 20 working days from the date we are notified.

These include:

- *Joinery repairs to kitchen cupboards, doors etc*
- *Plaster defects to ceilings or walls*



You can report a repair on-line through the Report a Repair menu, or by ringing **0845 606 6565**.

This is an overview of the repairs service, for more information take a look at the Customer Handbook.