



GUIDANCE ON WHAT CONSTITUTES AN EMERGENCY REPAIR

We define an emergency as a problem, which is a threat to life or property, i.e. it is a problem that may pose a serious threat to the health, safety or security of the tenant and their household, or to the security or integrity of the property.

Typical Qualifying Emergency Repairs:-

- Serious flooding or leaks
- Blocked toilet (if it is your only toilet)
- Blocked foul drain (internal) backing up into property
- Unsafe access, including no lighting in common stairs or corridors
- Loss of gas supply
- Complete loss of heating
- Complete loss of water supply
- No electrical power
- Major electrical fault
- Unsafe power or lighting socket, or electrical fitting
- Smoke alarm not working (where it needs more than a new battery)
- Unsecured front and rear external property door or window at ground level (not including communal stairwell doors)
- Gas Leak/smell of gas – contact Transco in the first instance Tel. 0800 111 999 (This is a 24 hour emergency line)

This list may not cover every emergency situation and is intended as a guide only.

Typical Non Emergency Repairs

- Dripping/running taps
- Minor leaks below sinks, from cisterns etc. where it can be contained or is causing little or no damage, then its an urgent job for next working day.
- Cistern over flows running
- Toilet blocked where there is a second toilet in the house
- Toilet not flushing (tenant can use pot/pail of water to flush)
- Toilet seat broken, tenants responsibility to replace, immaterial of how it broke.
- One room without light
- Kitchen light not working – only needs a bulb, tube or starter often but even if it's a fault with the light, as long as its safe its not an emergency
- One light out in an otherwise well lit stairwell
- CO Detector beeping constantly every few seconds (warning that battery is low in sealed unit detectors) tenant destroy detector and report to OVHA on next working day.
- Smoke detector requiring new battery – tenant responsibility
- Partial loss of heating

- Power tripped due to faulty appliance, appliances are tenant's responsibility, in the few cases where it's Ore Valley HA's appliance, then appliance should be switched off and the fault reported the next working day.
- Broken windows where they are only cracked.
- Internal joinery repairs e.g. Kitchen units etc.