

Repair timescales



Emergency - Within 24 hours

Repairs that would impact someone's life immediately for health and safety / security reasons.

Examples:

- No heating / hot water
- No lighting / electricity
- No drinking water
- Serious gas / plumbing leak
- Major structural failure (collapsed ceilings etc)
- Only working toilet not working for any reason



Additional repair timescales

(That may be used)

Planned 90 days:

Planned repairs that are not void-related are usually funded through Asset Manager capital expenditure programmes to upgrade or maintain physical assets. They can also include works that pose no health and safety or security risks but are weather-dependent or require extra time to complete, such as the recent repairs to the front steps at Devonshire House.

Contact

Adullam aims to complete all repairs within the agreed timeframes, but delays can occur due to factors such as waiting for parts, no access, weather, limited resources, vehicle issues, and other unforeseen circumstances.

Updates on any type of repair email:

 Repairs@Adullam.org.uk

For emergency repairs call:

 0121 271 0789.



Urgent - Within 7 working days

Repairs that can not be left for a lengthy period and would interfere with the normal occupancy and use of the property

Examples:

- Individual electric faults
- Partial loss of water
- Extractor fans where there are no windows
- Blocked drains – if not severe
- Window / fire door repairs
- Unsafe timber / flooring
- Taps that can not be turned off
- Minor leaks
- Missing roof tiles
- Follow on boiler repairs (parts may be required)



Routine - Within 28 working days

Repairs that cause a minor inconvenience and unlikely damage to the property

Examples:

- Mould treatments
- Intercom repairs
- Decorating / plastering
- Fence repairs
- Dripping taps
- Failed extractor fans
- Rubbish removal
- Change of light bulbs (unless it is imperative depending on area)
- Floor replacements (unless it poses a real safety concern)
- Minor problems with baths, sinks, toilets etc

Void turnaround timescales



Void minor

3 working days

For void turnarounds that only require safety checks – minor repair work, window hands, door handles, locks, toilet seats, general clear and tidy, standard void painting and decoration.



Void general

10 working days

For void turnarounds that need repairs doing that might require parts, a deeper clean – may involve a needle sweep, large rubbish removal and take longer to clean, additional repair work to skirting boards, windows, doors, painting and decorating.



Void major

20 working days

For void turnarounds that require a lot of work doing, may even involve specialist contractors. For example, renewing flooring throughout a property, replacement of kitchen and bathroom units, larger structural repairs, severe damage – vandalism, arson etc., asbestos removal, work that requires a drying out period (damp proofing and associated work).