



## Sapphire Independent Housing

### Repairs Response Times

#### ***What is 'emergency repair' attending within 24 hours***

***For example,***

- flood, fire or explosion damage
- access to get back into your property for vulnerable tenants
- major plumbing and electrical faults resulting in large scale water loss or power loss

#### ***what is 'urgent repair' attending within 7 working days***

***for example,***

- faults at electrical fittings
- faults at electrical heating systems
- roof leaks
- leaks in WC flush pipes, waste pipes, traps, or radiators.
- leaking boiler or partial lack of water
- blockages at sewers or drains
- major water penetration at external doors or windows

#### ***What is 'routine repair' attending within 28 days***

***for example,***

- minor problems with toilets,
- minor problems with baths, and sinks,
- faults with doors or windows sticking, and other non-urgent repairs.