

Renewal of the Reading Borough

Because of the consistently high levels of customer satisfaction we decided to enter into a new Partnership arrangement with Reading Borough Council and therefore they will continue to provide our response maintenance service.

So, how long will a repair take? The Agreement includes a priority system; Reading Borough Council assesses the priority, depending on the risk to people and property. The priorities are as follows:

Priority 1 Emergency 3 hours	There is an immediate and serious risk to people or property (make safe and secure only)
Priority 2 Urgent 2 working days	A serious risk to people and/or property is likely to develop if action is not taken quickly
Priority 3 Routine (15 working days)	There is a lower risk to people and/or property
Priority 4 Non Urgent /Planned (40 working days)	Items must be pre-ordered or made-to-measure (e.g. windows or doors)

Priority 4 will rarely be used; most repairs will be Priority 3. Examples are listed in the following tables. In some cases, such as when relying on outside organisations such as Thames Water or British Gas there may be occasions when the priority times will slip, but in over 90% of cases the repairs are completed on time.

PLUMBING

Priority Group

Restore some water (total loss of supply)	1
Partial loss of water supply	3
Burst Pipe/Tank (make safe only)	1
Burst Pipe/Tank (repair)	2
Leak from water mains (assess problem/maintain supply)	2
Repair leaking water/heating pipe non urgent	2
Blocked/overflowing sewer drain	1
Leaking foul drain/soil stack	2
Replace broken/missing drain cover following a make safe	2
Unblock gully (communal only)	3
Toilet - pan leaking or not flushing (no other WC) and containable leak	2
Other repairs to sink, bath or basin	3
Taps which cannot be turned on/off (excluding dripping/or causing a serious loss of water)	3



ELECTRICAL

Priority Group

Restore some power (total loss)	1
Restore full power (partial loss)	2
Dangerous wiring (make safe only)	1
Routine wiring repair (non-dangerous wiring)	3
Water in electrics (make safe only)	1
Repair water damaged electrics	2
Unsafe power socket/electrical fitting (make safe only)	1
Repair or replace light fitting	3

Reading Borough Council Repairs Service

OTHER

Priority Group

Containable roof leak (assess/make safe)	2
Non urgent roof/chimney repairs	3
Unstable structure (e.g. roof tiles, trees) - assess/make safe	1
Non urgent gutter repairs	3
Danger of collapsed walls, floor or ceiling - assess/make safe	1
Walls, plastering and brickwork (minor cracks to plaster are tenant's responsibility)	3
Non urgent loose or detached banister or handrail	3
Rotten timber floor or stair tread unless urgent	3
Dangerous glass (board & make safe only)	1
Repair/renew window/door lock if only way of securing property	1
Other window/door repairs	3
Replacement windows/doors	4
Repairs to kitchen units	2
Mechanical fan (kitchen/ bathroom)	3
Fencing (bordering on major road/water way)	3

Emergency out of hours

Emergency repairs are only carried out outside normal working hours if there is a serious and immediate risk to people or property. Reading normally assess the situation and do what they can to make your property safe and secure. They will then make arrangements for repairs to be carried within the normal timescales.

Normal working hours are between 9am and 5pm Monday to Friday. In certain circumstances it might be possible to arrange for work to be undertaken up to 7pm or on a Saturday morning if an operative is available. However, this will only be undertaken in exceptional circumstances.

Charging for repairs

There are mostly no additional charges for any repairs. However, we may have to charge you for:

- The cost of repairing any damage which you have caused accidentally, deliberately or through neglect.
- The cost of helping you to get back into your property if you have forgotten or lost your keys (we do not provide this service out-of-hours).
- The cost of putting right improvements that you have carried out badly or without permission.

Contact Details

- If you are reporting a repair please call our responsive repair contractor Reading Borough Council directly on 0800 515 287.
- If you are reporting a heating repair please call our heating contractor Quality Heating Services on their free phone number 0800 389 8789.