

General guide to classification of repair by priority:

The purpose of this document is to assist you with selection an appropriate classification for a repair. It is not exhaustive and it requires you to use your instinct about each call along with common sense to make a decision on how best to prioritise the job. Ask a supervisor if you are unsure.

Priority 1: Emergency repairs: **All work in this section to be MADE SAFE within 24 hours:**

Plumberwork:

1. Internal burst pipes with water flooding NOT dripping.
2. Choked wc. Soil drain and downpipes (stacks).
3. Cold water not available at kitchen sink.
4. Burst cold water storage tanks, hot water cylinders & back boilers NOT dripping
5. Wc broken or not working. (where it is the only one in the house).
6. Complete loss of heating: (where no alternative available).
7. Gas leaks or defects to gas fires.
8. External burst pipes: (flooding and damage). Consider Priority 7
9. Roof leaks where (flooding cannot be contained temporarily by occupier).
10. Full bore overflow Major water loss NOT drips except during frosts.

Electrician:

1. Complete loss of electric power within house and circuits intact or fuses or MCB circuit breaker keeps tripping out. Tenant should first disconnect all appliances RESET the breaker and plug one appliance in to a socket at a time to see if it is an appliance fault.
2. Sparks or burning smell from electrical outlets FIRST ask the Tenant to disconnect the appliance and switch off the outlet. Does the smell subside or the sparks stop? If so ask inspector to call to determine repair priority.
3. No supply at cooker unit where electricity is the method of cooking.
4. Complete loss of lighting or if at kitchen or hall with stairway:
5. Complete loss of heating: (where no alternative available).

Joinerwork:

1. Safety shoring and barriers at client instruction.
2. Safety/police access to dwellings.
3. Boarding up or single glaze reglaze(if required).
4. Secure insecure window, door or lock where only one fitted.

Builderwork:

1. Roof leaks where MAJOR water penetrating accomodation or loft above. NOT containable drips.
2. Dangerous chimney heads make safe where practicable & safe to do so: complete removal where danger deems necessary.

3. Danger: immediate safety works in relation to subsidence likely to affect property or public safety.
4. Danger: dewatering any fabric to make safe where danger exists.
5. Danger: temporary works to make safe paths & barriers where a clear danger to the public exists: full original conditions reinstatement to be assessed.
6. Danger Special emergency attendance: as instructed by client in public "declared emergency situation" having respect for safety under the HSE regulations and your own safety.

Priority 2: General urgent repairs:

All work within this section to be completed within ten working days:

Plumberwork:

1. Overflows dripping in summer:
2. Drips or minor leaks in use at sink/w/hb wastes or taps which are containable.
3. Wc soil waste drips which are containable by the Tenant.
4. Minor roof leaks which are containable by the Tenant.
5. Replacement pipes, taps or fittings to restore service only to council fittings.
6. Ball valve replacement and tap rewashing.
7. General cistern repairs.
8. Underground burst away from buildings public pathways during winter where frost is a danger.

Electrician:

1. Partial loss of close lights where shared light visibility is reasonable.
2. All non emergency electrical repairs.
3. No power in individual sockets.

Joinerwork:

1. All works to handrails, balusters and stairs except where danger due to known infirmity in property.
2. Reglazing double glazed unit.
3. Repair/renew lock on door fitted with two locks and of which one can be used.

Builderwork:

1. Minor roof leaks which have been otherwise containable:
2. Blocked flues (where debris is the cause: tenant responsible for sweeping).
3. Repair to solid fuel heating where temporary heating made available.
4. Reinstatement of dewaterings where replacement is necessary.
4. Up to 0.5m² roughcast patches: ground & first floor to prevent vermin entry.

Priority 4: General non urgent repairs:
All work within this section to be completed within Eight working weeks:

Plumberwork:

1. Replacement of secondary heating units: radiators: immersor attendance where gas is primary heating.
2. Water tanks where the general integrity can sustain the delay.
3. All non safety related gutter repairs and replacement: (except major flooding at main door where small section repair can be effected at higher priority).
4. Water hammer.
5. Defective water pressure where there is however a supply.
6. All other plumber repairs.

Electrician:

1. Storage heaters. In certain medical priority situations this can be tackled at a higher priority as specific circumstances dictate in a household.
2. Wiring or Re-wiring of circuits in upgrade situations where no danger exists.
3. General electric works where safety or tie up with other higher priority repair is not involved.

Joinerwork:

1. Replacement of kitchen units including sink bases where council owned.
2. Replacement of timber close doors and cellar doors where not part of door entry system.
3. Replacement of timber close windows.
4. All other internal or external joinerwork where safety or tie up with other higher priority repair is not involved. (flooring, internal ducts, ceilings except major collapse)
5. Garage repairs: (except access/egress through door repairs where vehicle is trapped inside).
6. Door furniture repairs where safety & security are not an issue.
7. Pvcu window & door replacement.

Builderwork:

1. All roughcast works.
2. Works to and including the building of bin shelter & coal stores/bunkers.
3. All general repairs to chimneys.
4. All clothes pole replacement.
5. Mastic pointing work.
6. General pointing.
7. Non dangerous repairs & maintenance to pathways.
8. Asphalt works.
9. All other builderwork.

Priority 5: Void house repairs:
All work within this section to be completed within Ten working days:

These are multi trade team based repairs operations run to agreed timescales set within an agreed overall limit of ten working days.

Priority 6: Property security works:
These works to be complete by end of issue day.

All works of a security nature through the window factory. Steel panels etc.

Priority 7: Urgent works:
All work within this section to be completed within Five working days:

Joinerwork:

- 1) Access to property by prior arrangement.
- 2) Reglazing under normal circumstances.
- 3) All forms of attendance by prior arrangement.
- 4) Skylight reglazing.
- 5) PVCu windows not closing/locking where limited security risk(upper flats/floors).
- 6) Desecuring property by arrangement.
- 7) Dripping roof leaks which were and are contained by the Tenant.
- 8) Repair loose/broken banister or handrail which the Tenant is satisfied is managable meantime.
- 9) Unsafe floor board or stair tread (Not squeaky) which may be liable to colapse which is not on a main traffic flow part of the house and which the Tenant is satisfied they can manage around meantime.

Plumberwork:

- 1) Replace immersor where main form of heating water.
- 2) Drain downs.
- 3) Restore water for new Tenants by arrangement.
- 4) Dripping overflow but not where onto path in winter.
- 5) Underground bursts in winter
- 6) No hot water where an alternative supply is available: immersor or kettle.
- 7) External underground bursts where the supply is already turned off and no danger to buildings or public exists.
- 8) Dripping “Burst” pipes, cold water tanks, hot water cylinders and back boilers.
- 9) External “Burst” pipes with a trickle flow which is inconvenient but causing no real damage.
- 10) Boiler or other parts replacements where the appliance or other is mainly functional. This is also subject to suppliers own timescales on deliveries.
- 11) Clearing of airlocks or similar causing only PARTIAL loss of supply.

Electrician:

- 1) Close lights if only one lamp or in summertime.
- 2) Smoke detector batteries having first given Tenant option of uplifting battery from repairs counter.
- 3) Repair bathroom or kitchen extractor fan.
- 4) Repair to a made safe or switched off electrical outlet on which there is no further smell or sparks after the item/outlet was isolated.
- 5) Restoration of partial loss of electricity.

Generally:

- 1) All planned decant works by arrangement.
- 2) All internal appointments with Housing staff.
- 3) Within a building, clearing debris not considered by the Tenant to be a hazard or immediate escape route obstruction.

Priority 8: ** Special needs repairs ****:****All work within this section to be completed within Five working days:**

**** This priority of works executed at the sole discretion of the West Dunbartonshire Special Needs Officer and are currently nominal in number. You cannot raise a Priority 8 order which has not been commissioned by the Special Needs Officer.

Priority 9: Out of hours Emergency STANDBY orders:**All work in this section to be MADE SAFE within 24 hours:****Plumberwork:**

1. Internal burst pipes with water flooding NOT dripping.
2. Choked wc. Soil drain and downpipes (stacks).
3. Cold water not available at kitchen sink.
4. Burst cold water storage tanks, hot water cylinders & back boilers NOT dripping
5. Wc broken or not working. (where it is the only one in the house).
6. Complete loss of heating: (where no alternative available).
7. Gas leaks or defects to gas fires.
8. External burst pipes: (flooding and damage). Consider Priority 3 or 7
9. Roof leaks where (flooding cannot be contained temporarily by occupier).
10. Full bore overflow Major water loss NOT drips except during frosts.

Electrician:

1. Complete loss of electric power within house and circuits intact or fuses or MCB circuit breaker keeps tripping out. Tenant should first disconnect all

appliances RESET the breaker and plug one appliance in to a socket at a time to see if it is an appliance fault.

2. Sparks or burning smell from electrical outlets FIRST ask the Tenant to disconnect the appliance and switch off the outlet. Does the smell subside or the sparks stop? If so ask inspector to call to determine repair priority.
3. No supply at cooker unit where electricity is the method of cooking.
4. Complete loss of lighting or if at kitchen or hall with stairway:
5. Complete loss of heating: (where no alternative available).

Joinerwork:

1. Safety shoring and barriers at client instruction.
2. Safety/police access to dwellings.
3. Boarding up or single glaze reglaze(if required).
4. Secure insecure window, door or lock where only one fitted.

Builderwork:

1. Roof leaks where MAJOR water penetrating accomodation or loft above. NOT containable drips.
2. Dangerous chimney heads make safe where practicable & safe to do so: complete removal where danger deems necessary.
3. Danger: immeadiate safety works in relation to subsidence likely to affect property or public safety.
4. Danger: downtaking any fabric to make safe where danger exists.
5. Danger: temporary works to make safe paths & barriers where a clear danger to the public exists: full original conditions reinstatement to be assessed.
6. Danger Special emergency attendance: as instructed by client in public “declared emergency situation” having respect for safety under the HSE regulations and your own safety.