

WDC/WDTRO Liaison meeting 24/8/17

Repairs & Maintenance response to repair queries from WDTRO .

- **Timescales and communication** –specific example given which Repairs team have investigated-
 - New boiler has been installed
 - New tiles have been fitted at worktops
 - Still waiting on an update regarding bathroom renewal

Overall tenant reports he extremely happy and only outstanding issue is when the date for the new bathroom.

- **Classification of repair categories** –
 - An emergency repair is categorised as a repair which could cause serious risk or damage to a person or their property.
 - Non urgent re-active is a re-active repair which doesn't involve capital planned work or cyclical work.

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|--------------------|-----------------|
| Re-Active Repairs, | |
| Emergency | 24 Hrs |
| Right to Repair | One Working Day |
| Urgent | 5 Working Days |
| Routine | 10 Working Days |
| Non Urgent | 20 Working Days |
| Cyclical/Planned | 40 Days |
| Capital | Various. |

- **Westbridgend Foyer** upgrade commencing next week 28/8/17.
- **Littleholm** we have cleaned twice, however are exploring another option for scrubbing them, this will also be done for next week.