

**WESTMANOR PROPERTYSERVICES LTD**

**STANDARDS FOR ACHIEVING REPAIRS**

**EMERGENCY - WITHIN 24 HOURS OF REPORT**

<b>Fire</b>	Total loss of Fire Alarm Replacement batteries for smoke/heat detectors resulting in loss of system Smoke vent failure or resetting
<b>Water</b>	Complete loss of water Major pipe burst Showers and taps that won't turn on/off Leaking Megaflo
<b>Electricity/Gas</b>	Suspected gas leak Suspected problem with pressure vessels Complete lighting failure within stairwell or flat Complete power socket failure Replacement bulbs - no other form of lighting only
<b>Equipment</b>	Blocked toilets
<b>Building Fabric</b>	Repairs to external flat/house or building doors forming secure entrance

**URGENT - WITHIN 2 WORKING DAYS OF REPORT**

<b>Fire</b>	Loss of fire extinguisher or blanket where provided
<b>Electricity/Gas</b>	No heating or hot water
<b>Equipment</b>	Blocked or failed shower (where only one is provided per flat) Oven not working - no other means of cooking Lost keys/broken locks Broken Bed - unusable (NOT STUDENT DAMAGE)
<b>Building Fabric</b>	Boarding up of a broken window

## **ROUTINE - WITHIN 7 WORKING DAYS OF REPORT**

**Fire**                      Loss of heat/smoke detector, but adequately covered by another in same location  
Loss of sounder detector, but adequately covered by another in same location  
Fire doors - failing to close or are damaged

**Water**                     Small pipe leaks  
Dripping taps

**Electric**                  No internet  
Power socket failure - but has sufficient others  
Replacement bulbs - sufficient lighting provided by other lights  
Replacement pull cords

**Equipment**              Blocked shower (more than one per flat)  
Oven not working - but microwave provided  
Broken vanity lights or desk lamps  
Replacement chairs that are damaged and unusable  
Washing machine not working  
Fridge/freezer not working  
Vaccum cleaner not working  
Replacement bed base - non emergency  
New mattress - springs coming through  
Replacement shower screens/toilet seats/ mirrors/shelving and other fixtures

**Building Fabric**        Windows not opening/closing  
Repairs to bedroom/bathroom internal doors  
Replace glass in broken window  
Investigation of damp + initial remedial action  
Repair holes in walls (WHERE NOT STUDENT DAMAGE)  
Vermin and other infestation  
Repairs to external gates giving secure access to a site  
Carpet replacement where a trip hazards have been created  
Stair nosing - replacement

**PERIODIC MAINTENANCE - COMPLIANCE WITH LEGISLATIVE REQUIREMENTS OR GOOD HOUSING PRACTICE**  
**(Generally during vacation periods)**

<b>Fire</b>	Fire Alarm Servicing and up grades Emergency Lighting Servicing and upgrades Fire Extinguisher servicing Inspection of fire doors and closures
<b>Water</b>	Disinfection of shower heads Water testing
<b>Electricity/Gas</b>	Periodic inspections PAT Testing Gas Safety Testing
<b>Equipment</b>	Periodic inspection of furniture, fixtures and fittings Major refurbishment or renewals Planned replacement of equipment not affecting routine usage by tenants Replacement carpets New mattress - not detrimental to sleeping Kitchen worktops burnt Replacement chairs that are damaged but usable (burnt)
<b>Building Fabric</b>	Annual painting and upgrading works Major repairs not affecting tenant occupation.