APPENDIX 1: RIGHT TO REPAIR POLICY

QUALIFYING REPAIRS & RESPONSE TIMES

Defect	Specified time Number of Working days
Blocked flue to open fire or boiler	**1**
Blocked leaking foul drains, soil stacks or toilet where there is no other toilet in the house	**1**
Toilet not flushing where there is no other toilet in the house	**1**
Blocked sink bath or basin	**1**
Loss of electrical power: Complete loss Partial loss	**1 3**
Insecure external window, door or lock	**1**
Leaks or flooding from water or heating pipes tanks cisterns	**1**
Loss or partial loss of space or water heating where no alternative heating is available	**1**
Unsafe power or lighting socket or electrical fitting	**1**
Loss of water supply: Complete loss Partial loss	**1 3**
Loss or partial loss of gas supply	**1**
Loose or detached banister or handrail	**3**
Unsafe access path / step	**1**
Unsafe timber flooring or stair treads	**3**
Faulty mechanical extractor fan in internal kitchen or bathroom	**7**