

## To Report a Repair to City of London Repairs Service Desk

Please contact the freephone number  
**0800 035 0003** or email  
**propertyservices@cityoflondon.gov.uk**

Your repair is raised by a City of London Customer & Support Services Officer, who selects the priority and contractor the repair will be assigned to.

We will give you an order number when you report a repair. However, sometimes we will not be able to arrange for the work to start immediately. This may be because the repair is complicated and we need to inspect it first. In this case we will make arrangements for a surveyor or Property Services Officer to visit your home.

If our contractor or officer calls when you are out, they will leave a card. You should then contact them to arrange another time for them to call. If you are not home when you have agreed to an appointment with our contractors, you will be responsible for the cost of the missed appointment.

To carry out repairs we may need access to your home.

In many cases, the Repairs Service Desk will arrange an appointment with you. But in an emergency this will not apply and we will deal with the repair as quickly as possible. If you are not home when you have agreed to an emergency appointment, you will be responsible for the cost of the missed visit. (See rechargeable repairs in your tenancy handbook).

Our contractors and staff always carry identification, which you should ask to see. Gas, electricity and water company representatives carry similar identification. They should also have an official form (or 'job sheet' or electrical PDA) with them. If in doubt, do not let anyone in.

### **How quickly can you expect repairs to be done?**

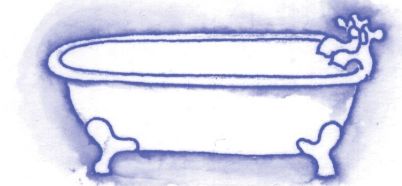
The time taken depends on the type of repair you need. We have five different categories, from emergencies where there is a danger to the public or property to non-urgent repairs such as replacing a bath panel. Please see the following sections on priorities on the next page. In special circumstances, for example if a disabled person is involved, we may give a repair higher priority.

#### **Leaseholders**

If you are a lease holder, you may use the above telephone and email address to report communal repairs to your block e.g. front entrance door, windows and balconies.

#### **Emergency Out-of-Hours Repairs**

All tenants should report repairs themselves directly to our contractors on:  
**0800 035 0003**



### Priority Zero (emergency within 4 hours)

This is only for emergency situations, where people are in danger or property could be seriously damaged and attendance is required same day. In these cases, we will try to get to you as quickly as possible. It does not mean completing all other associated works such as making good all decorating etc, which would become a routine repair.

- a serious pipe leak causing severe damage
- a blockage where raw sewage is overflowing into a home
- electrical faults where there is a danger of fire or injury
- dangerous structures which could collapse

### Priority one (emergency within 24 hours)

This is only for emergency situations, where people are in danger or property could be seriously damaged. In these cases, we will try to get to you as quickly as possible. It does not mean completing all other associated works such as making good all decorating etc, which would become a routine repair.

Emergency situations might include:

- a front door that needs to be made safe after a break-in
- broken glass in a front door or ground-floor window
- no electricity supply
- no mains water supply
- no lights in shared areas
- dangerous or exposed wires
- a toilet which cannot be used (if there is only one toilet in the property)
- no lights in a flat (but you are responsible for replacing fuses and light bulbs)
- no hot water
- a heating system that has broken down in winter, or if there is an elderly or disabled person or baby in the home
- an uncontrolled water burst (if cutting off the supply does not control the leak)



### Priority three (done within five working days)

This is for non-urgent repairs that, if not resolved, could worsen and become dangerous and cause damage.

This priority includes:

- replacing washers
- repairing electrical sockets in a hall or bedroom (if there is no immediate danger)
- replacing glass in shared areas (if there is no immediate danger)
- repairing a faulty door entry system or monitor unit
- repairing banister rails (if there is no immediate danger).

### Priority two (done within three working days)

This is for urgent repairs that do not fall into priority one.

This priority includes:

- putting glass in a door or window that has been boarded up
- repairing a toilet that is not flushing (if there is only one toilet in the property)
- unblocking a kitchen sink, bath or hand basin when the blockage is caused by the stack
- replacing the rubber cone on the toilet pan
- repairing the overflow from the toilet cistern
- replacing a missing manhole or gully cover if it is causing a hazard
- checking the electrics after a water leak
- repairing garage doors and locks
- repairing shed doors
- repairing a faulty cooker fuse spur, if cooking by electricity
- repairing a heating system
- repairing a shared aerial system.



### Priority four (done within 20 working days)

This is for non-urgent repairs that are not likely to become dangerous or cause serious damage.

This priority includes:

- replacing kitchen cupboards
- replacing baths, wash basins, kitchen sinks, toilet pans and cisterns
- adjusting windows and inside doors
- plastering
- replacing the cylinder jacket on a hot-water tank
- replacing wall and floor tiles (if there is no immediate danger)
- replacing bath panels
- decorating the inside of a property after repairs
- repairs to inside doors, locks and handles
- repairing cupboard doors and catches
- repairing door numbers, letter boxes and bells
- repairing fences and gates (if there is no immediate danger)
- repairing tiled surrounds on fireplaces
- repairing or replacing skirting boards
- repairing or replacing window catches
- preventing draughts around doors
- clearing blocked gutters.