



Emergency Repairs

Emergency repairs are repairs for:

- A burst water service or a serious water service leak
- A blocked or broken lavatory service
- A serious roof leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm, fire or impact damage
- A failure or breakdown of the gas, electricity or water supply to the property
- A failure or breakdown of an essential service or hot water, cooking or heating appliance
- A fault or damage that makes the property unsafe or insecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the property
- A serious fault in the staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using the property

All other repairs are considered to be routine repairs.