

# Repairs

## We will carry out:

- **Emergency repairs within one working day or four hours for life or property threatening situations**
- **Urgent repairs within three working days when there is serious inconvenience but no immediate health and safety risk**
- **Repairs to leaking roofs and water inside, extractor fans (where no window) and door entry phone hand sets within seven working days**
- **Routine work within 20 working days, this is for work where the problem does not cause immediate inconvenience or danger but should not wait for planned maintenance**
- **Annual Gas Safety checks on all gas appliances, fittings and pipework provided by Ealing Homes. This is a legal requirement.**

## We will:

- **Offer appointments for all tenants' non-emergency repairs**
- **Confirm the appointment date and time by letter providing you with contractor's contact details**
- **Contractors working in your home must introduce themselves and show you photo identification before entering. All repair operatives wear uniform.**