



**ARQ MAINTENANCE LIAISON DEPARTMENT**  
**SERVICE GUIDELINES FOR TENANTS CONCERNS**

Maintenance Issue	Priority Level	Timescale for Completion
<ul style="list-style-type: none"> <li>Blocked drains, toilet pans and soil stacks (where there is no other working toilet in the house)</li> <li>No hot water</li> <li>No heating</li> <li>Leak from tanks, cisterns, heating and water pipes</li> <li>Electrical failure/loss</li> <li>Unsafe electrical, power or light fitting</li> <li>Defective toilet</li> <li>Insecurity caused by break-in</li> <li>Insecure external doors, windows and locks</li> <li>Blocked flue pipes</li> <li>Loss of water supply</li> <li>Total or partial loss of gas supply</li> <li>Exposed electrical cabling</li> <li>Serious leakage through roof</li> <li>Loose or broken banisters or handrails</li> <li>Gale or storm damage causing danger to life or property</li> </ul>	<b>Priority One</b> Emergency repairs required to avoid danger to health, risk to the safety of Service Users or serious damage to buildings or Service Users' belongings.	<p><i>*ARQ Homes would consider this concern to be treated with urgency.</i></p> <p><i>*Please call the manager of our maintenance liaison department on 07958 353 045.</i></p> <p><i>*The landlord or their appointed representative will be informed immediately. Tenant to be updated within 24 hrs.</i></p>
<ul style="list-style-type: none"> <li>Broken glazing</li> <li>Non-functioning refrigerator</li> <li>Blocked sinks, baths and basins</li> <li>Taps which cannot be turned</li> <li>Fallen plaster</li> <li>Loose or detached hand rails and banisters</li> <li>Rotten stair tread and timber flooring</li> <li>Overflow running continuously</li> <li>Covering of exposed manholes or gullies</li> <li>Unsafe flooring of any kind</li> </ul>	<b>Priority Two</b> Repairs - which materially affect the comfort or convenience of the Service Users.	<p><i>*ARQ Homes aim to commission a contractor to complete works within 3 days (subject to landlord's written approval and cleared payment.)</i></p> <p><i>*Tenant to email concern with pictures to <a href="mailto:maintenance@arqhomes.co.uk">maintenance@arqhomes.co.uk</a></i></p>



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Maintenance Issue	Priority Level	Timescale for Completion
<ul style="list-style-type: none"> <li>Loose plaster</li> <li>Defective floorboards, stair tread, handrails or detached banister</li> <li>Defect to internal door/kitchen unit etc.</li> <li>Defective washing machine</li> <li>Defective extractor fans</li> <li>Defective guttering</li> <li>Blocked sink, bath or basin</li> <li>Tap which cannot be turned</li> <li>Partial loss of electric power</li> <li>Leaking roof</li> <li>Faulty entry systems</li> <li>Partial loss of water supply</li> </ul>	<b>Priority Three</b> Non urgent repairs	<p>*ARQ Homes aim to commission a contractor to complete works within 7 days of notification (subject to landlord's written approval/ cleared payment).</p> <p>*Tenant to email concern with pictures to <a href="mailto:maintenance@arqhomes.co.uk">maintenance@arqhomes.co.uk</a></p>
<ul style="list-style-type: none"> <li>Paint touch ups</li> <li>Loose skirting boards</li> <li>Air vents</li> <li>Loose pipe boxing</li> <li>Garden fencing</li> </ul>	<b>Priority Four</b> Non urgent Repairs	<p>*Within 14-21 days of notification. (subject to landlord's written approval/ cleared payment).</p> <p>*Tenant to email concern with pictures to <a href="mailto:maintenance@arqhomes.co.uk">maintenance@arqhomes.co.uk</a></p>
<ul style="list-style-type: none"> <li>Leaking roof</li> <li>Door entry phone not working</li> <li>Mechanical extractor fan in internal kitchen or bathroom not working</li> </ul>	<b>Priority Five</b> Non Urgent Repairs	<p>*Within 28 Days of notification.</p> <p>*Tenant to email concern with pictures to <a href="mailto:maintenance@arqhomes.co.uk">maintenance@arqhomes.co.uk</a></p>
<ul style="list-style-type: none"> <li>Testing of gas appliances &amp; flues</li> <li>Testing of fire detection apparatus</li> <li>Testing of small electrical appliances</li> </ul>	<b>Annual</b> To maintain 'accredited' status.	<p>*Every 12 months or upon change of Service User.</p>
<ul style="list-style-type: none"> <li>Testing of electrical supply wiring and fixtures and fittings.</li> </ul>	<b>One to 5 Years</b> To maintain 'accredited' status.	<p>*Every 5 years or upon change of Service User.</p>