

HELPING TENANCIES GUIDELINES

PRIORITY LEVEL	MAINTENANCE CONCERN	TIMESCALE FOR COMPLETION
<p>Priority One</p> <p>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>	<ul style="list-style-type: none"> Blocked drains, toilet pans and soil stacks (where there is no other working toilet in the house). No hot water. No heating. Leak from tanks, cisterns, heating and water pipes. Electrical failure/loss. Unsafe electrical, power or light fitting. Defective toilet. Insecurity caused by break-in. Insecure external doors, windows and locks. Blocked flue pipes. Loss of water supply. Total or partial loss of gas supply. Exposed electrical cabling. Serious leakage through roof. Loose or broken banisters or handrails. Gale or storm damage causing danger to life or property. 	<p>ARQ Homes would consider this concern to be treated with urgency.</p> <p>Please call the helping tenancies team on 0208 472 0011 and press option 3.</p> <p>The landlord or their appointed representative will be informed immediately. Tenant to be updated within 24 hours.</p>
<p>Priority Two</p> <p>Repairs - which materially affect the comfort or convenience of the Service Users.</p>	<ul style="list-style-type: none"> Broken glazing. Non-functioning refrigerator. Blocked sinks, baths and basins. Taps which cannot be turned. Fallen plaster. Loose or detached hand rails and banisters. Rotten stair tread and timber flooring. Overflow running continuously. Covering of exposed manholes or gullies. Unsafe flooring of any kind 	<p>ARQ Homes aim to commission a contractor to complete works within 3 days (subject to landlord's written approval and cleared payment).</p> <p>Tenant to email concern with pictures to helpingtenancies@arqhomes.co.uk</p>

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Priority Three Non-urgent repairs.	<ul style="list-style-type: none"> Loose plaster. Defective floorboards, stair tread, handrails or detached banister. Defect to internal door/kitchen unit etc. Defective washing machine. Defective extractor fans. Defective guttering. Blocked sink, bath or basin. Tap which cannot be turned. Partial loss of electric power. Leaking roof. Faulty entry systems. Partial loss of water supply 	ARQ Homes aim to commission a contractor to complete works within 3 days (subject to landlord's written approval and cleared payment). Tenant to email concern with pictures to helpingtenancies@arqhomes.co.uk
Priority Four Non-urgent repairs.	<ul style="list-style-type: none"> Paint touch ups. Loose skirting boards. Air vents. Loose pipe boxing. Garden fencing. 	Within 14 to 21 days of notification (subject to Landlords written approval/cleared payment). Tenant to email concern with pictures to helpingtenancies@arqhomes.co.uk
Priority Five Non-urgent repairs.	<ul style="list-style-type: none"> Leaking roof. Door entry phone not working. Mechanical extractor fan in internal kitchen or bathroom not working. 	Within 28 days of notification (subject to Landlords written approval/cleared payment). Tenant to email concern with pictures to helpingtenancies@arqhomes.co.uk
Annual To maintain accredited status.	<ul style="list-style-type: none"> Testing of gas appliances & flues. Testing of fire detection apparatus. Testing of small electrical appliances. 	Every 12 months or upon change of Service User.
1 to 5 Years To maintain accredited status.	<ul style="list-style-type: none"> Testing of electrical supply wiring and fixtures and fittings. 	Every 5 years or upon change of Service User.