

## EMERGENCY REPAIRS

Repair location	Type of repair	Responsibility	Comment
<b>Boilers – Solid Fuel</b>	Drain down back boiler	Plymouth Community Homes	
<b>Central Heating</b>	Total or partial heating failure	Plymouth Community Homes	October – April
<b>Chimneys</b>	Make safe dangerous chimney	Plymouth Community Homes	
<b>Chimneys</b>	Clear blocked flue	Plymouth Community Homes	
<b>Doors</b>	Make safe or secure external door	Plymouth Community Homes	Rechargeable if lost key
<b>Doors</b>	Lost key	Tenant	Rechargeable
<b>Doors</b>	Door glazing replacement (broken )	Plymouth Community Homes	Rechargeable – PCH will board up
<b>Doors</b>	Repair or replace unusable lock	Plymouth Community Homes	Sticking but useable then routine
<b>Drains</b>	Blocked foul drains – PCH owned	Plymouth Community Homes	
<b>Electrics</b>	No electricity	Plymouth Community Homes	Except during power failure
<b>Electrics</b>	No lights	Plymouth Community Homes	
<b>Electrics</b>	Check electrics after water penetration	Plymouth Community Homes	
<b>Electrics</b>	Dangerous or exposed wires	Plymouth Community Homes	
<b>Electrics</b>	Unsafe socket or fitting, cracked or exposed wires	Plymouth Community Homes	Rechargeable if tenant damage
<b>Electrics</b>	Smoke detector not working.	Plymouth Community Homes	
<b>Gas</b>	Gas leaks	Plymouth Community Homes / Tenant	Contact Wales & West Utilities
<b>Heaters (room or water heating)</b>	Total or partial heating failure	Plymouth Community Homes	October - April

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<b>Immersion Heater</b>	Repair/replace if only form of heating.	Plymouth Community Homes	If only form of water heating or alternative form is solid fuel and tenant is elderly or disabled.
<b>Pipes / Tanks / Cylinders</b>	Burst pipe – internal	Plymouth Community Homes	
<b>Pipes / Tanks / Cylinders</b>	Burst pipe – external	Plymouth Community Homes	
<b>Pipes / Tanks / Cylinders</b>	Blocked or leaking soil pipe	Plymouth Community Homes	
<b>Pipes / Tanks / Cylinders</b>	Burst tank	Plymouth Community Homes	Immediate attention
<b>Pipes / Tanks / Cylinders</b>	No water	Plymouth Community Homes	
<b>Pipes / Tanks / Cylinders</b>	Leak from water or central heating system	Plymouth Community Homes	Or Urgent if containable.
<b>Pipes / Tanks / Cylinders</b>	Other leaks	Plymouth Community Homes	Tenant damage, or own installation, is rechargeable
<b>Plumbing</b>	WC blocked	Plymouth Community Homes	Tenant damage is rechargeable
<b>Plumbing</b>	Toilet not flushing (if only toilet in property)	Plymouth Community Homes	Urgent if another toilet in the property
<b>Plumbing</b>	Taps running full bore	Plymouth Community Homes	
<b>Roofs</b>	Slipped tiles (where dangerous)	Plymouth Community Homes	
<b>Roofs</b>	Make safe after storm damage if risk to health and safety	Plymouth Community Homes	Where no health and safety issues
<b>Stairs and Lifts</b>	Stairlift / lift not working	Plymouth Community Homes	
<b>Stairs and Lifts</b>	Missing balustrade	Plymouth Community Homes	
<b>Walls</b>	Dangerous wall	Plymouth Community Homes	To make safe

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Window Glazing	Broken glazing	Tenant / Plymouth Community Homes	Needs crime number. Rechargeable if tenant damage
Window Glazing	Loose window frame	Plymouth Community Homes	
Window Repairs	Window cannot be secured	Plymouth Community Homes	Only if ground floor or easy access