

EMERGENCY REPAIRS

Repair location	Type of repair	Responsibility	Comment
Boilers – Solid Fuel	Drain down back boiler	Plymouth Community Homes	
Central Heating	Total or partial heating failure	Plymouth Community Homes	This is an emergency between Nov – March and an Urgent Apr - Oct
Chimneys	Make safe dangerous chimney	Plymouth Community Homes	An initial assessment to ensure safety before permanent repair can take place
Chimneys	Clear blocked flue	Plymouth Community Homes	Faulty or damaged flue, please turn boiler off until gas engineer can attend
Doors	Make safe or secure external door	Plymouth Community Homes	Rechargeable if lost key
Doors	Lost key	Tenant	Rechargeable unless crime no' can be provided
Doors	Door glazing replacement (broken)	Plymouth Community Homes	Rechargeable unless crime no' can be provided – PCH will board up
Doors	Repair or replace unusable lock	Plymouth Community Homes	Sticking but useable then routine
Drains	Blocked foul drains – PCH owned	Plymouth Community Homes	
Electrics	No electricity	Plymouth Community Homes	Except during power failure Please check your meter for power and credit, if no power please contact your supplier.
Electrics	No lights	Plymouth Community Homes	
Electrics	Check electrics after water penetration	Plymouth Community Homes	

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Electrics	Dangerous or exposed wires	Plymouth Community Homes	Please turn off electrical circuit if possible
Electrics	Unsafe socket or fitting, cracked or exposed wires	Plymouth Community Homes	Rechargeable if tenant damage
Electrics	Smoke detector not working.	Plymouth Community Homes	
Gas	Gas leaks	Plymouth Community Homes / Tenant	Contact Wales & West Utilities immediately
Heaters (room or water heating)	Total or partial heating failure	Plymouth Community Homes	October - April
Immersion Heater	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.
Pipes / Tanks / Cylinders	Burst pipe – internal	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Burst pipe – external	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Blocked or leaking soil pipe	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Burst tank	Plymouth Community Homes	Immediate attention
Pipes / Tanks / Cylinders	No water	Plymouth Community Homes	
Pipes / Tanks / Cylinders	Leak from water or central heating system	Plymouth Community Homes	Or Urgent if containable.
Pipes / Tanks / Cylinders	Other leaks	Plymouth Community Homes	Tenant damage, or own installation, is rechargeable
Plumbing	WC blocked	Plymouth Community Homes	Tenant damage is rechargeable
Plumbing	Toilet not flushing (if only toilet in property)	Plymouth Community Homes	Urgent if another toilet in the property

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Plumbing	Taps running full bore	Plymouth Community Homes	
Roofs	Slipped tiles (where dangerous)	Plymouth Community Homes	An initial assessment to ensure safety before permanent repair can take place
Roofs	Make safe after storm damage if risk to health and safety	Plymouth Community Homes	An initial assessment to ensure safety before permanent repair can take place
Stairs and Lifts	Stairlift / lift not working	Plymouth Community Homes	
Stairs and Lifts	Missing balustrade	Plymouth Community Homes	
Walls	Dangerous wall	Plymouth Community Homes	An initial assessment to ensure safety before permanent repair can take place
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