

## QUICK GUIDE TO REPAIRS

If you have a repair it will generally fall in to one of three categories, emergency, urgent and non urgent: -

The following gives you a guideline on how quickly you can expect a response from your landlord:-

**Priority One - EMERGENCY REPAIRS:-** any repairs required in order to avoid a danger to health, risk to the safety of residents, the public or visitors, or serious damage to buildings or internal contents, including disruptions or major faults in gas, electricity or water supplies, within 24 hours of report of defect. In circumstances where this is not practicable, landlords will make best temporary arrangements.

**Priority Two - URGENT REPAIRS:-** repairs to defects which materially affect the comfort or convenience of the residents - within five working days of report of defect.

**Priority Three - NON URGENT DAY TO DAY REPAIRS:-** reactive repairs not falling within the above categories - within 28 working days of report of defect.

With the exception of Emergency Repairs the date on which the repair was reported to the landlord in writing shall be the start date for the repairs completion timescale.

Further information can be found on this link (Advice) under 'Your Rights' and also under the 'Landlords' link under 'The Scheme' this gives both the code of management and the code of standards landlords have committed themselves to as a member of The Scheme. This section also sets out a Tenant's Code of Conduct and what is expected from you as tenants in a property.

If you have a repair:-

Contact your landlord in the first instance and follow this up in writing (or email) and keep a record of it.

If the above guidelines on repair do not appear to being adhered to and/or you are not sure on your rights after reading the information supplied please contact the Scheme Administrator either via this site, on [b.garry@hull.ac.uk](mailto:b.garry@hull.ac.uk), telephone 01482 465665 or visit her on the 3<sup>rd</sup> Floor Student Union Building. You can also complete a complaints form which can be found on the site under Advice. The Scheme Administrator will try and resolve the situation amicably and informally initially but will follow processes as set down by the Complaints procedure where appropriate.