

Activity	Comment	Us	You	Us - Internally Managed Supported Housing	Revised Repair Category (1st June 18)	Revised Timescales (working days) (1st June 18)
Bathroom	Repair or renew bath	✓			Standard	15
	Repair or renew electric over bath shower	✓			Standard	15
	Repair or renew shower tray	✓			Standard	15
	Repair or renew shower screen or door		✓	✓	Standard	15
	Repair or renew shower curtain and/or rail		✓	✓	Standard	15
	Repair or renew flexible shower hoses and head (excludes fixed shower heads)		✓	✓	Standard	15
	Repair or renew wash hand basin	✓			Standard	15
	Repair or renew WC pan & cistern	✓			Standard	15
	Repair or renew tap to basin or bath	✓			Standard	15
	Rewasher tap to bath or basin	✓		✓	Standard	15
	Renew mastic sealant to basin, bath or shower	✓			Standard	15
	Repair or renew toilet seat (including tightening and adjusting) and toilet roll holder		✓	✓	Standard	15
	Clear blocked basin, bath or shower (where tenant has tried to clear and problem remains)	✓			Standard	15
	Clear blocked WC (where tenant has tried to clear and problem remains)	✓			Immediate	4 Hours
	Renew plug & chain to basin or bath		✓	✓	Standard	15
	Renew bath panel and frame support	✓			Standard	15
	Replace defective wall tiles	✓			Standard	15
	Repair burst pipe where you cannot stop the leak by turning off the stop cock	✓			Immediate	4 Hours
	Repair minor leak to hot and cold water pipe including running overflow	✓			Standard	15
	Repair or renew vinyl floor covering	✓			Standard	15
Repair or renew bathroom cabinets or shaver lights where provided by Swan	✓			Standard	15	
Cleaning and removal of mould growth as a result of life style conditions		✓	✓	Standard	15	
Kitchen	Repair or renew individual kitchen unit, door, drawer front and worktops	✓			Standard	15
	Repair or renew sink	✓			Standard	15
	Repair or renew tap to sink	✓			Standard	15
	Rewasher tap to sink	✓		✓	Standard	15
	Renew mastic sealant to sink or worktop	✓			Standard	15
	Clear blocked sink (where tenant has tried to clear and problem remains)	✓			Standard	15
	Renew plug & chain to sink		✓	✓	Standard	15
	Replace defective wall tiles	✓			Standard	15
	Repair burst pipe where you cannot stop the leak by turning off the stop cock	✓			Immediate	4 Hours
	Repair minor leak to hot and cold water pipes	✓			Standard	15
	Repair or renew vinyl floor covering		✓	✓	Standard	15
	Repair or renew cooker, hob or extractor hood or similar type appliances (only where fitted and maintained by Swan)	✓			Standard	15
	Repair or renew pelmet lights to kitchen cabinets		✓	✓	Standard	15
	Cleaning and removal of mould growth as a result of life style conditions		✓	✓	Standard	15
Electrics	Reinstate electrics following loss of power supply to property which includes lighting or power circuits	✓			Immediate	4 Hours
	Repair or renew defective electrical fittings (only those fitted by Swan) or remedy minor electrical faults i.e. socket, light switch etc.	✓			Standard	15
	Undertake electrical test after a leak	✓			Emergency	24 Hours
	Repair or renew immersion heater (where supplementary source to gas boiler)	✓			Standard	15
	Repair immersion heater (where main source of hot water)	✓			Emergency	24 Hours

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	Renew immersion heater (where main source of hot water)	✓			Standard	15
	Repair individual electric night storage heating or convection heater	✓			Emergency	24 Hours
	Renew individual electric night storage heating or convection heater	✓			Standard	15
	Repair or renew TV aerial, cable TV or Satellite TV installations (non communal)		✓		-	-
	Repair or renew mains wired smoke alarm or CO alarm	✓			Emergency	24 Hours
	Repair or renew battery operated smoke alarm or CO alarm		✓		-	-
	Repair or replace extractor fan (any location)	✓			Standard	15
	Replace light bulbs, flourescent tubes, starters, appliance fuses or battery operated door bells and other sundry electrical items		✓	✓	Standard	15
	Moving electric meter		✓		Standard	-
	External security light - where fitted by Swan are fitted as part of a Vulnerable Tenant Pack	✓			Standard	15
Heating & Gas	Repair heating and/or hot water	✓			Emergency	24 Hours
	Repair or renew any single heat source (i.e. including boiler, cylinder, individual radiator, night storage heater or convector)	✓			Standard	15
	Bleeding radiators		✓	✓	Standard	15
	Repair gas leak (follow up to Transco attending)	✓			Immediate	4 Hours
	Sweeping chimneys (if used by resident as an open fire)		✓	✓	Standard	15
	Alterations or installation of gas supply for cooking appliance		✓		-	-
	Moving gas meter		✓		-	-
	Renew gas bayonet and cap	✓			Standard	15
Windows	Board up or make safe any window (where police/crime reference number is provided)	✓			Immediate	4 Hours
	Repair or renew any item following any damage caused by the police forcing entry to the premises for any reason		✓	✓	Standard	15
	Repair (including ease and adjust) window, frame, catches, hinges or locks	✓			Standard	15
	Renew any individual window complete	✓			Planned	45
	Draughtproofing (if fitted with original window)	✓			Standard	15
	Draughtproofing (if not fitted with original window)		✓		-	-
	Reglaze window following board-up (except where police/crime reference number is provided)		✓	✓	Standard	15
	Replace misted double glazed unit	✓			Planned	45
	Repair or renew window vent	✓			Standard	15
	Replace lost keys		✓		Emergency	-
	Oiling hinges		✓	✓	Standard	15
	Repair skylight or velux light window	✓			Standard	15
Renew skylight or velux light window	✓			Planned	45	
Doors	Board up or make safe any door (where police/crime reference number is provided)	✓			Immediate	4 Hours
	Repair or renew any item (including glass/glazing) following any damage caused by the police forcing entry to the premises for any reason		✓	✓	Standard	15
	Repair (including ease and adjust) door, frame, catches, hinges or locks	✓			Standard	15
	Replace defective lock to front or back door	✓			Emergency	24 Hours
	Replace lock to front or back door (as a result of lost or stolen keys)		✓		-	-
	Replace lost keys		✓		Emergency	-
	Renew front or back door complete	✓			Planned	45
	Repair or renew internal door or door handles		✓	✓	Standard	15
	Draughtproofing (if fitted with original door)	✓			Standard	15

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	Draughtproofing (if not fitted with original door)		✓		Standard	-
	Replace misted double glazed unit	✓			Planned	45
	Oiling hinges		✓	✓	Standard	15
	Shaving off the bottom of a door to fit over carpets		✓		Standard	15
	Additional security, such as locks, chains and spy hole		✓	✓	Standard	15
	Supply and fix fire proof letter box complete or front flap associated with a flat front door	✓			Standard	15
Plumbing Repairs & Leaks	Repair burst pipe where you cannot stop the leak by turning off the stop cock	✓			Immediate	4 Hours
	Repair minor leak to hot and cold water pipe including running overflow	✓			Standard	15
	Overhaul or renew stopcocks and gate valves	✓			Standard	15
	Trace and remedy air locks and water hammer	✓			Standard	15
	Repair or renew water storage tank	✓			Standard	15
Drainage and Guttering	Clear blocked soil vent pipe	✓			Emergency	24 Hours
	Clear blocked drain or manhole (where tenant has contacted Utility Company and they have confirmed the issue is not their responsibility)	✓			Emergency	24 Hours
	Clear blocked gulley	✓			Standard	15
	Make safe manhole cover where missing or defective	✓			Emergency	24 Hours
	Renew manhole cover (following make safe)	✓			Standard	15
	Clear blocked guttering or downpipe	✓			Standard	15
	Repair or renew defective guttering or downpipe	✓			Standard	15
	Repair or renew gulley surround or gulley grid	✓			Standard	15
Roofing	Carry out temporary repair to roof and or chimneys	✓			Emergency	24 Hours
	Carry out minor repair following roof leak (i.e. replacement of flashings or roof area not exceeding 1m2 in total)	✓			Standard	15
	Carry out major repair following roof leak	✓			Planned	45
	Repair fascias, soffits and bargeboards	✓			Standard	15
	Renew fascias, soffits and bargeboards	✓			Planned	45
	Repair defective chimney (including pointing, renewing chimney pots, flashings and soakers)	✓			Planned	45
Stairs & Woodwork	Make safe loose or defective stair, newel post, balustrade, balusters, handrail and strings causing potential hazard	✓			Emergency	24 Hours
	Repairs to timber stairs, newel posts, balustrades, balusters, hand rails and strings	✓			Standard	15
	Repair or renew curtain rails, curtain battens and curtain hooks		✓	✓	Standard	15
	Repair or renew skirtings, architraves, picture rails and dado rails	✓			Standard	15
	Make safe loose or defective timber floorboards causing potential hazard	✓			Emergency	24 Hours
	Repair or renew timber floorboards	✓			Standard	15
Gardens	Repair or repoint brickwork	✓			Planned	45
	Repair or relay uneven rear path and patio		✓	✓	Planned	45
	Make safe uneven or defective front path or driveway (where installed by Swan) causing potential hazard	✓			Emergency	24 Hours
	Repair or relay uneven front path or driveway (where installed by Swan)	✓			Planned	45
	Repair or renew front gate (where provided by Swan)	✓			Standard	15
	Repair or renew gates, boundary walls and fences (where owned by Swan) where they are next to land we own, next to footpaths, public land, rights of way, garage access ways or unadopted highways. (This excludes neighbouring Swan residential properties)	✓			Planned	45
	Repair or renew all other gates, fences and boundary walls including neighbouring Swan residential properties		✓	✓	Planned	45

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	Repairs to any form of timber decking, trellis work, pergolas or other garden features, structures, ornaments or the like		✓		-	-
	Repair garages, sheds, bin stores and outbuildings (where we provide them) though we may remove them if they become unsafe	✓			Standard	15
	Renew garages, sheds, bin stores and outbuildings (where we provide them) though we may remove them if they become unsafe	✓			Planned	45
	Repair or renew any form of clothes line including tidydrys and rotary clothes driers		✓	✓	Standard	15
	Maintenance and upkeep of gardens, including grass cutting, pruning and weeding of borders, shrubs, hedges, ivy and trees		✓		-	-
	Removal of rubbish and debris		✓	✓	Standard	15
	Repairs or renew garage doors and door locks	✓			Standard	15
	Repair or renew of dustbins, waterbutts and other receptacle		✓	✓	Standard	15
Decorations	Internal decorations to all parts of the property		✓		Standard	-
	Making good decorations following a repair (except where caused by subsidence, structural defect or water leak)		✓	✓	Standard	15
	Making good decorations following a repair where caused by subsidence, structural defect or water leak	✓			Standard	15
	Cleaning and removal of mould growth as a result of life style conditions		✓	✓	Standard	15
White Goods & Furniture	Repair or renew of any item of furniture or domestic electrical appliance (only where fitted and maintained by Swan)		✓	✓	Planned	45
	Repair or renew of any domestic electrical item provided by Swan	✓			Planned	45
	Repair electrical appliances fitted as part of any adaptation works (includes items such as baths and hoists)	✓			Standard	15
	Repairs to stair lifts and through floor lifts	✓			Emergency	24 Hours
Floor Coverings	Repair or renew carpets, laminated wood flooring or any other floor finish (excludes kitchen and bathroom)		✓		-	-
Plastering	Minor cracks to plastered walls and ceilings (excludes structural cracks)		✓	✓	Standard	15
	Plaster repairs to walls and ceilings	✓			Standard	15
	Repairs to artex	✓			Standard	15
	Repair or renew plaster coving	✓			Standard	15
	Renew plasterboard ceiling or plaster to entire plaster wall	✓			Standard	15
	Removal of polystyrene ceiling tiles and coving		✓	✓	Standard	15
Asbestos	Investigate possible asbestos requiring test	✓			Standard	15
	Removal of asbestos	✓			Standard	15
Pest Control	Infestation of ants, wasps, bees, fleas, mice, maggots, rats, cockroaches, birds nests and squirrels, or any other form of pest infestation		✓	✓	Standard	15
Communal Repairs	Repair burst pipe	✓			Immediate	4 Hours
	Repair gas leak (follow up to Transco attending)	✓			Immediate	4 Hours
	Repair works to remedy sewage overflowing	✓			Immediate	4 Hours
	Clear blocked soil vent pipe	✓			Emergency	24 Hours
	Clear blocked drain or manhole (where tenant has contacted Utility Company and they have confirmed the issue is not their responsibility)	✓			Emergency	24 Hours
	Clear blocked gulley	✓			Standard	15
	Make safe manhole cover where missing or defective	✓			Emergency	24 Hours
	Renew manhole cover (following make safe)	✓			Standard	15
	Clear blocked guttering or downpipe	✓			Standard	15
	Repair or renew defective guttering or downpipe	✓			Standard	15

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	Repair or renew gulley surround or gulley grid	✓			Standard	15
	Reinstate electrics following loss of power supply to common parts which includes lighting or power circuits	✓			Immediate	4 Hours
	Repair or renew any electrical fitting	✓			Standard	15
	Attend to person trapped in lift	✓			Immediate	4 Hours
	Non-operation of lift including lift lighting	✓			Standard	15
	Loss of water supply (except where the result of interruption by the utilities)	✓			Emergency	24 Hours
	Attend and make safe to communal floor coverings (causing trip hazard)	✓			Emergency	24 Hours
	Repairs to communal floor coverings (non-hazardous)	✓			Standard	15
	Repairs to Fire safety equipment system and installation	✓			Emergency	24 Hours
	Repair or renew defective parts to TV aerial systems	✓			Standard	15
	Repair or renew parts of laundry equipment	✓			Standard	15
	Attend to rectify fault to Door Entry System where preventing access	✓			Immediate	4 Hours
	Repair Door entry (access available, but system inoperable)	✓			Standard	15
	Door entry - fob replacement (Unless system fault)		✓	✓	Standard	15
	Repair or renew parts to CCTV system	✓			Standard	15
	Repair or renew parts to washing line/drying facilities	✓			Standard	15
	Repairs to bin stores and bin chutes	✓			Standard	15
	Any non-essential repairs not listed above	✓			Standard	15