

Fault	Description	Response Time
Curtains	Damaged/not opening/closing	Standard within 5 working days
Door	Door handle/lock broken Locked out of room Sticking/not closing Closer not working	Urgent 24hrs Emergency 4 hrs Urgent 24hrs Standard within 5 working days
Kitchen Appliance	Cooker not working Fridge not working Freezer not working Microwave not working Toaster not working	Urgent 24hrs Emergency 4 hrs Emergency 4 hrs Urgent 24hrs Urgent 24hrs
Extract Fan	Not working/faulty	Urgent 24hrs
Floor	Damaged/lifting	Urgent 24hrs
Furniture	Bed frame broken Bed storage doors/drawers broken Desk broken Chair broken Wardrobe door broken/not closing Wardrobe hanging rail broken Drawer broken Shelves broken Clothes hooks broken Towel rail broken Toilet roll holder broken Cabinet/mirror broken Towel hooks broken Table broken Cupboard broken	Urgent 24hrs Standard within 5 working days Standard within 5 working days Urgent 24hrs Standard within 5 working days Standard within 5 working days Standard within 5 working days Standard within 5 working days Standard within 5 working days Standard within 5 working days Standard within 5 working days Urgent 24hrs Standard within 5 working days Standard within 5 working days Standard within 5 working days
Heating	Radiator not working	Emergency 4 hrs
Leak	Ceiling Window Pipe In corridor	Emergency 4 hrs Urgent 24hrs Emergency 4 hrs Emergency 4 hrs
Light	Main light not working Desk light not working All lights not working Ensuite lights not working Corridor lights not working Kitchen lights not working Cooker light not working	Urgent 24hrs Urgent 24hrs Emergency 4 hrs Emergency 4 hrs Urgent 24hrs Urgent 24hrs Standard within 5 working days
Other	Type description of fault	Standard within 5 working days
Power	Electrical sockets not working	Emergency 4 hrs
Shower	Drain Blocked Not turning off Too hot Too cold Shower head/hose loose Door/curtain faulty Leaking	Urgent 24hrs Emergency 4 hrs Urgent 24hrs Urgent 24hrs Urgent 24hrs Urgent 24hrs Urgent 24hrs

	Needs resealed	Standard within 5 working days
	Toiletry holder basket broken	Standard within 5 working days
Sink	Tap dripping	Standard within 5 working days
	Leaking	Urgent 24hrs
	Blocked	Urgent 24hrs
	Needs resealed	Standard within 5 working days
	Plug not working/missing	Standard within 5 working days
Television	Not working	Urgent 24hrs
Toilet	Blocked	Urgent 24hrs
	Leaking	Urgent 24hrs
	Problem with flushing	Urgent 24hrs
	Seat loose	Standard within 5 working days
Ventilation	Air con not working	Urgent 24hrs
Wash Room	Electric Hand Drier not working	Standard within 5 working days
	Soap dispenser broken	Standard within 5 working days
Water Supply	No hot water	Emergency 4 hrs
	No cold water	Emergency 4 hrs
Window	Glass broken	Emergency 4 hrs
	Fittings broken	Standard within 5 working days
	Handle broken/not closing	Emergency 4 hrs

EMERGENCY CALL OUT

- All bedroom/en suite lights not working
- No hot water to entire building
- Kitchen sockets not working
- Major leak that cannot be contained
- Front or bedroom door not opening, closing or locking