

**Repairs and Maintenance contract.**  
**Review of repairs response times with SLA Working Party.**  
**October 2018.**

**Current:**

Repair Category	Response Times within
<b>Category 1 - Urgent</b> Repairs necessitated by an imminent threat to the health, safety and security of residents, visitors or staff. This category includes such items as making safe any exposed electrical wiring or broken glass in communal areas, clearing blockages or repairing leaks that are causing flooding.	<b>1 working day</b>
<b>Category 2 – Intermediate</b> Repairs requiring attention to maintain the high standards of security, safety and comfort of residents, visitors and staff but which do not pose an imminent threat to health, safety nor security. This would include such items as repair or replacement of defective security equipment, repairs to entrance doors, etc. so long as these defects do not pose an imminent threat to the health, safety and security of residents, visitors or staff.	<b>3 working days</b>
<b>Category 3 - Non-urgent</b> Repairs to items or fittings not requiring an urgent response for health, safety or convenience reasons. Such as additional works following urgent repairs requiring components or materials to be ordered such as general carpentry or metal works.	<b>5 working days</b>
<b>Category 4 - Low priority</b> All other works such as cosmetic repairs to communal areas necessitated by wear and tear or repairs undertaken under other categories or those required to restore communal facilities to the recognised high amenity standards. These would include decorations necessitated by other repairs and routine maintenance tasks.	<b>20 working days</b>

**Proposed:**

<b>RESPONSE PERIODS FOR RESPONSIVE MAINTENANCE</b>		
<b>Priority 0</b>	<b>Immediate</b> – within Normal Working Hours	To attend, complete and make safe <i>within 4hours</i>
<b>Priority 1</b>	<b>Emergency</b> – within Normal Working Hours	To attend, complete and make safe <i>within 24hours</i>
<b>Priority 2</b>	<b>Urgent</b>	To be completed <i>within 3 working days</i>

<b>Priority 3</b>	<b>Routine</b>	To be completed <i>within 5 working days</i>
<b>Priority 4</b>	<b>Planned</b>	To be completed <i>within 20 working days</i>
<b>Priority ECO</b>	<b>Out of Hours Emergency Works</b>	To attend, complete and make safe <i>within 4hours</i>

**Please find the proposed new and revised definitions below:**

**Category/Priority 0 - Immediate** Repairs necessitated by an imminent threat to the health, safety and security of residents, visitors or staff. This category includes such items as making safe any exposed electrical wiring or broken glass in communal areas, clearing blockages or repairing leaks that are causing severe flooding, dangerous structure which could collapse, no electricity supply in tenanted property, no lights in shared areas.

**Category/Priority 1 - Emergency** Repairs requiring urgent action. This category includes such items as loss of heating, cracked glass in communal areas, clearing blockages or repairing leaks which do not cause severe damage or disruption.

**Priority ECO - Out of Hours Emergency Works** All call-outs during out of hours.

**The definition of Category 2,3,4 wouldn't change.**

***Please note the following included in the tender documentation:***

*The Response Periods are currently going through a consultation and review process with representatives of the residents of the Barbican Estate. It is therefore possible that the categories may be expanded and 4 hours response time related to immediate works and OOH emergency works may be introduced.*