



## PRESTON CITY COUNCIL

### LANDLORDS' INFORMATION PACK

#### GENERAL REPAIR AND MAINTENANCE : GUIDANCE TO LANDLORDS

#### 1. Introduction

- 1.1 This guidance sets maximum response times dependent upon the urgency of the repair. The items listed in each category are examples only, not a complete list of possible defects.

**Category 1: Emergency work to be carried out within twenty-four hours where there is immediate danger or significant threat to health and safety.**

- ◆ Gas leaks, dangerously installed appliance or supply failure (immediate action is necessary).
- ◆ Dangerous electrical fault or supply failure.
- ◆ Blocked or unusable toilet / drain.
- ◆ Breakdown of security, e.g. door / window lock failure or similar.
- ◆ Heating system failure in winter.
- ◆ Blocked or otherwise unusable means of escape from fire.
- ◆ Water supply failure due to leak which requires the supply to be shut off.

**Category 2: Less urgent work which has an impact on the health, safety or comfort of the tenants to be carried out within seven days.**

- ◆ Leaking water supply pipe which does not require disconnection of the supply.
- ◆ Major leaking roof / guttering causing dampness within the property.
- ◆ Defective hot water supply and heating system (in summer).
- ◆ Leaking toilet where the facility remains functional.
- ◆ Defective fire alarm / emergency lighting system where all other aspects of the fire precaution works are functioning properly.

**Category 3: Works to be carried out within four weeks and not falling within Category One and Two above.**

- ◆ Roof repairs.
- ◆ Repairs to cooking and bathroom facilities and heating appliances.
- ◆ Repairs / replacement to windows.

**Category 4: Works to be dealt with as part of a planning maintenance programme.**

- ◆ Works listed in Category Three may be held over if they are, or do not become, a Category One or Two repair and are due to be addressed as part of a programmed maintenance scheme.

N.B. the above examples are for guidance only and it will be necessary to consider the particular circumstances in each case. For example, weather conditions and the circumstances of the tenants may have an impact of the urgency of a repair.

- 1.2 If you are intending to make an application to be included in the Preston Accredited Property Scheme, you will need to produce a maintenance schedule. You may wish to use this as a guide.

Note: This is a guidance note only and is not a statement of law. If you are not sure about your legal position in any respect, you should contact the Council.