

Operational Procedure 2

Repair Priorities

Responsible Officer	Senior Housing Officer – Housing Technical						
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Amendment and Authorisation Record

OP2 – Repair Priorities

Date	Author	Paragraph ref:	Nature of change	Authorised by
09/09/02	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
27/1/2009	MH	NA	Updating Responsible Officer Job Title	AJ
14/1/10	CWA	Refer to table	Revise response categories	CWA

REPAIR PRIORITIES

- 1.0 All repairs are given a repairs priority to help housing staff, tenant and contractors to have a shared understanding of when work needs to be done.

The following schedule of codes is intended to ensure that repairs are attended to in a timely manner as well as improving costs effectiveness through batched, non-urgent works. Categories are also in line with legislation under [Right to Repair \(see OP 3\)](#) and Shetland Islands Council policy.

- 2.0 Repairs priorities currently used by the housing service are:
- 2.1 **Code 1 = Emergency**, responded to on the same day.
Examples would be leaking pipes, no hot water, no electricity.
 - 2.2 **Code 2 = Urgent**, responded to within 3 working days.
Examples would be lock repairs, leaking windows.
 - 2.3 **Code 3 = Routine**, completed within 1 calendar month.
Examples would be kitchen cupboards, gates or slipped tiles.
 - 2.4 **Code 4 = Other responsive repairs**, completed within 3 calendar months. Example would be misted up glazing units and allow for more non urgent repairs to be batched..
 - 2.5 **Code 5 = Void repairs**, referring to essential works to re-let, to be completed within one week of the confirmed date of end of tenancy. Please refer to the OP49 [Housing Void Policy](#) .