



## George Close Service Level Agreement

<b>Urgent (respond within 2 hours, resolve within 24 hours)</b>	
<b>Fault / Repair</b>	<b>Responsible</b>
Total loss of electrical power	Tangent Homes Ltd
Unsafe power or lighting socket or electrical fitting	Tangent Homes Ltd
Total loss of water supply	Tangent Homes Ltd
Total loss of gas supply	Tangent Homes Ltd
Blocked or leaking drain, soil stack or toilet (where there is no other working toilet)	Tangent Homes Ltd
Toilet not flushing (where there is no other working toilet)	Tangent Homes Ltd
Leak from water or heating pipe, tank or cistern	Tangent Homes Ltd
Insecure external window, door or lock	Tangent Homes Ltd
Unable to access property	AUB / Tangent Homes Ltd
Burst water main	Tangent Homes Ltd
Flooding	Tangent Homes Ltd
Major fault with electricity supply	Tangent Homes Ltd
Gas leak	Tangent Homes Ltd
Leaking roof	Tangent Homes Ltd

<b>High (respond within 1 day, resolve within 3 days)</b>	
<b>Fault / Repair</b>	<b>Responsible</b>
Hot water faults or breakdown	Tangent Homes Ltd
Heating faults or breakdown	Tangent Homes Ltd
Blocked sink, bath, basin drains or toilet	Tangent Homes Ltd
Leaking roof	Tangent Homes Ltd
Defective cistern or overflow	Tangent Homes Ltd
Breaches of security to internal doors and windows	Tangent Homes Ltd
Minor plumbing leaks or defects	Tangent Homes Ltd
Severe dampness	Tangent Homes Ltd

<b>Medium (respond within 3 days, resolve within 2 weeks)</b>	
<b>Fault / Repair</b>	<b>Responsible</b>
Minor electrical faults	Tangent Homes Ltd
Damage to stair treads, banister or handrail	Tangent Homes Ltd
Defective flooring	Tangent Homes Ltd
Blocked gutters	Tangent Homes Ltd
Faulty extractor fan	Tangent Homes Ltd
Faulty communal TV aerial	Tangent Homes Ltd
Faulty communal internet connection	Tangent Homes Ltd
Clean / empty bin area	AUB

<b>Low (respond within 3 days, resolve within 1 month)</b>	
<b>Fault / Repair</b>	<b>Responsible</b>
General joinery repairs	Tangent Homes Ltd
Repairs to door, windows and floors	Tangent Homes Ltd
Repairs to external walls, fences and paths	Tangent Homes Ltd
Repairs to walls, brickwork and slates or tiles	Tangent Homes Ltd
Repairs to / clearing of gutters and downpipes	Tangent Homes Ltd
Repairs to kitchen fittings	Tangent Homes Ltd
Repairs to plaster work	Tangent Homes Ltd
Dripping or leaking taps or shower units	Tangent Homes Ltd
Other minor plumbing repairs	Tangent Homes Ltd
Repairs to tiling	Tangent Homes Ltd
Easing doors and windows	Tangent Homes Ltd
Other minor day-to-day repairs or replacements	Tangent Homes Ltd