

Repairs Categories

If you have any questions you can call Key on: 0141 342 1810 or email hello@key.org.uk

We are aware it is helpful to know the repair response times, especially in an emergency. If your repair comes under the Emergency category and the office is closed (open Monday-Friday, 9am-5pm) then you can use your Emergency Contractors list to arrange the repair. If your repair is Non-Urgent, report your repair the next working day. If you use your Emergency Contractors for this, we may recharge you the cost. The table below gives our target response times for a range of repairs.

Repair Category	Emergency	Urgent	Non-Urgent
Make Safe Timescale	8 Hours	24 Hours	-
Repair Complete Timescale	-	-	10 Days
Examples of Repair	Gas leak	Partial electric failure	Leaking gutters
	Fire/ flood/ storm Damage	Broken window (non-hazard)	Fence/ gate repairs
	Sewage backup	Minor roof leak	Faulty taps
	Broken window (hazard)	Partial failure of heating	Minor kitchen unit repairs
	Electric failure	Minor flood damage	Pest infestation
	Loss of heating		Loss of TV signal
	Loss of toilet/bathing facilities		
	Structural collapse		
	Complete lighting failure (in house or stairwells)		
	Loss of drinking water		
Door lock failure (resulting in non-access)			