



Appendix 3

CALEDONIA GROUP

REPAIRS – EMERGENCIES ONLY – MARCH 2020

Repair Description	Emergency Repair
Plumbing	
Blocked sink or basin	▲
Blocked WC – where no other WC in home	▲
Leaking WC or WC not flushing where no other WC in home	▲
Joinery	
Gain access for tenant due to faulty lock	▲
Gain access due lost keys by tenant	▲
Renew faulty door lock if only means of security	▲
Electrical	
No power	▲
Dangerous wires	▲
Faulty shower no bath	▲
Smoke alarms	▲
Communal areas	
Lift not working	▲
Warden Call System not working	▲
Central fire alarm system not working	▲
Attend to silence and reset after activation of central fire alarm system	▲
All communal lights out- retirement or very sheltered housing only	▲
Emergency lighting not working – retirement or very sheltered housing only	▲
Door entry system – retirement or very sheltered housing only	▲
No TV reception – communal systems only	▲
Heating	
Total heating failure	▲
Windows	
Broken glass	▲
Window won't close – ground level only	▲
Roofs	
Make safe after storm	▲
Water	
No hot water	▲
No cold water at all	▲