

Castle Morpeth

Housing

Quality homes,
thriving communities

Urgent repairs: to be completed within 7 calendar days

An urgent repair is a repair not assessed serious enough to be identified as hazardous to health and safety i.e. partial loss of hot or cold running water, partial loss of heating, roof leaks. Castle Morpeth Housing will respond to these repairs within 7 calendar days from notification.

***Examples of urgent repairs:**

- Security faults
- Bulbs in internal areas
- Blocked waste systems (traps, waste pipes)
- Door entry system
- Lighting system faults (any fault for safety reasons)
- Broken glass
- WC not flushing
- Minor storm damage (make safe, water tight)
- Lifts (if no one trapped)
- Major roof repairs
- Locks
- Key cutting

*This list is not exhaustive