

Emergency Repairs:

Repair description	Emergency	Additional Comments
Plumbing	4-hour response	
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	✓	Qualifying Right to Repair – legal maximum response 1 working day
Blocked sink, bath or drain	✓	Qualifying Right to Repair – legal maximum response 1 working day
Loss of water supply	✓	Qualifying Right to Repair – legal maximum response 1 working day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	✓	Qualifying Right to Repair – legal maximum response 1 working day
Toilet not flushing where there is no other toilet in the house	✓	Qualifying Right to Repair – legal maximum response 1 working day
Gas and central heating	4 hour response	
Blocked flue to open fire or boiler	✓	Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of gas supply	✓	Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of space or water heating where there is no alternative heating available	✓	Qualifying Right to Repair – legal maximum response 1 working day
Electrical	4-hour response	
Loss of electric power	✓	Qualifying Right to Repair – legal maximum response 1 working day
Unsafe power or lighting socket or electrical fitting	✓	Qualifying Right to Repair – legal maximum response 1 working day

Joiner	4-hour response	
Insecure external window, door or lock	✓	Qualifying Right to Repair – legal maximum response 1 working day
Gain access to property	✓	
Board up broken window	✓	
External/Common areas	4-hour response	
Unsafe access path or step	✓	Qualifying Right to Repair – legal maximum response 1 working day
No close lighting at all	✓	Carried out by Glasgow City Council
Make safe roof damage after storm	✓	