

NO GLOBAL TERM EXISTS FOR THIS ITEM

You are in

[Home Page](#) > [Customer Information](#) > [Report a Repair](#) > How Long Will I Wait?

Main Sections

[About St. Leger Homes](#) | [Be Involved](#) | [Careers and Training](#) | [Decent Homes](#) | [Leaseholder Information](#) | [Customer Information](#) | [Equality & Diversity](#) | [Useful Information](#) | [A to Z of Services](#)

Current links

[What We Will Do](#)

[Your Responsibilities](#)

[How Long Will I Wait?](#)

[Gas Safety and Servicing](#)

[Planned Maintenance](#)

All repairs to you home will be carried out to a high standard but clearly some repairs are more urgent than others. The timescale for your repair will therefore be based on repair categories.

We always try to work flexibly with our customers and in some circumstances, usually for older people or people with disabilities, we may come and see you sooner.

Please advise us of any circumstances you consider we should be aware of in order for us to offer you a service suitable to meet your needs

Emergency repairs – attended within 2 hours

Emergency repairs are those which, if not undertaken, could:

- Constitute a real risk of injury or death
- Lead to major damage of your home
- Render your home insecure

Urgent repairs – 24 hours - 1 working day

Urgent repairs are those repairs which are required to:

- Restore partial loss of essential services
- Clear blocked waste pipes
- Repair taps that will not turn
- Repair stair treads or handrails
- Result in you suffering a total loss of heating or hot water in winter

Heating repairs in summer - 3 days

- Restore heating or hot water during summer

Routine repairs – 5 days

- Leaking roofs
- Mechanical extractor fans in kitchens or bathrooms
- Electronic door-entry phones
- Minor plumbing and electrical works
- External door locks

All other repairs – within 20 days

Batched Repairs

Are those repairs which are larger or more complex in nature and which can be scheduled as part of a programme or works. This will reduce administrative and overhead costs and no time scales will be allocated to this category of works.

Right to Repair - Tenant Information

As a tenant you have the right to have repair work carried out under the legal contract between the St. Leger Homes and yourself, as set out in the Conditions of Tenancy.

You also have rights under the 1985 Housing Act. According to an amendment to this Act you can, under certain circumstances, receive compensation if certain repairs are not carried out within the prescribed time period.

Details of your rights are given in a leaflet called 'The Right to Repair', produced by the Department of the Environment. Copies are available at any of our housing offices.

The regulations only cover the repairs listed below. There are also some exceptions:

Description Of Right to Repair Defect	Target in full working days
Total loss of electric power	1
Partial loss of electric power	1
Unsafe power or lighting socket, or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total loss of gas supply	1
Partial loss of gas supply	1
Blocked flue to open fire or boiler	
Total loss of space or water heating	1 (31 Oct - 1May) / 3 (30 Apr - 1 Nov)
Partial loss of space or water heating	1 (31 Oct - 1May) / 3 (30 Apr - 1 Nov)
Blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling.	1
Toilet not flushing (where there is no other working toilet in the dwelling)	1
Blocked sink, bath or hand basin waste pipes	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1

Loose or detached bannister or hand-rail	3
Rotten timber flooring or stair tread	3
Door entry-phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working.	7

- total or partial loss of electric power
- unsafe power or lighting socket, or electrical fitting
- total or partial loss of water supply
- total or partial loss of gas supply
- blocked flue to open fire or boiler
- total or partial loss of space or water heating
- blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling.
- toilet not flushing (where there is no other working toilet in the dwelling)
- blocked sink, bath or hand basin waste pipes
- tap which cannot be turned
- leaking from water or heating pipe, tank or cistern
- leaking roof
- insecure external window, door or lock
- loose or detached bannister or hand-rail
- rotten timber flooring or stair tread
- door entry-phone not working
- mechanical extractor fan in internal kitchen or bathroom not working.

Right to Repair Procedure

The procedure is as follows:

If St. Leger Homes fails to carry out a repair listed above within the time limit given on the acknowledgement card, you should write to the Director of Property Services, St Leger Homes of Doncaster, St Leger Court, White Rose Way, Doncaster DN4 5ND. You may also use our online [Complaints, Compliments and Comments form](#).

In your letter explain what has happened, giving the details of when the repair was reported and when it was due to be carried out.

The Property Services Director will arrange for another instruction to be given for the work to be carried out. You will be sent a second acknowledgement card with a new time limit. If the work is still not carried out within the time limit given on the second acknowledgement card you should contact the Director of Property Services again.

Explain the situation and claim the compensation that is due to you. If a compensation payment is agreed, it will then be credited to your rent account.

Compensation will only be paid if you have allowed access to your home at the appointed times.

The amount of compensation will be £10 plus £2 a day for every day the repairs remains outstanding, up to a maximum of £50.

[**How to Report a Repair**](#)

[**Return to Graphics Mode**](#)