

Repairs responsibility information for rented and Independent Living customers

We may move non-emergency works to planned /regular programmes of work (as explained above). We may also prioritise repairs for customers in independent living properties, or other vulnerable customers.

Activity	Comment	Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
		General Needs	Independent Living	Attend within*	Repair Category	General Needs and Independent Living	Attend within*	Repair Category
Bathroom	Repair or replace bath	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace electric over bath shower when installed by us as an alternative means of bathing	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace electric shower when installed by us as the only means of bathing	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace shower tray	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace shower screen or door when fitted by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace shower curtain and/or rail	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace flexible shower hoses / riser rails and shower head (excludes fixed shower heads)	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace wash hand basin	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace toilet pan and cistern including all associated fittings	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace tap to basin or bath supplied by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace tap to basin or bath fitted by you	Customer	Customer	NA	NA	NA		
	Re-washer tap to bath or basin (if installed by us)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair leaks to toilets / basins / baths and showers	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace mastic sealant to basin, bath or shower	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace toilet seat (including tightening and adjusting) and toilet roll holder / mirrors / towel rails (not heated)	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Clear blocked basin, bath / shower (where you have tried to clear, and a problem remains)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Clear blocked toilet (where you have tried to clear, and a problem remains)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Blocked wet room shower waste and gullies	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Replace plug and chain to basin or bath	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace bath panel and frame support	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace defective wall tiles if they were fitted by us. If this is over a large area, then this repair may take up to 90 days.	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace defective wall tiles if they were fitted by you	Customer	Customer	NA	NA	NA		
	Repair burst pipe where you cannot stop the leak by turning off the stop cock	Orbit	Orbit	4 Hours	Emergency	Orbit	4 Hours	Emergency
	Repair minor leak to hot and cold water pipe, including running overflow	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repair minor leak to bath / basin / toilet and shower (containable)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair minor leak to bath / basin / toilet and shower (uncontainable)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
Repair or replace vinyl floor covering to bathrooms / wet rooms - fitted by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine	
Repair or replace vinyl floor covering to bathrooms / wet rooms - installed by you	Customer	Customer	NA	NA	NA			

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
	Repair or replace bathroom cabinets or shaver lights (where provided by us*)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Kitchen	Repair or replace individual kitchen unit, door, drawer front and worktops including all fittings, i.e. hinges / catches / handles	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace sink	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace tap to sink supplied by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace tap to sink installed by you	Customer	Customer	NA	NA	NA		
	Repair leak to sink	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Re-washer tap to sink supplied by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace mastic sealant to sink or worktop	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Clear blocked sink (where you have tried to clear, and a problem remains)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Replace plug and chain to sink	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace defective wall tiles	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair burst pipe where you cannot stop the leak by turning off the stop cock	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Repair minor leak to hot and cold water pipes	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repair or replace vinyl floor covering provided by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace pelmet lights to kitchen cabinets	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair washing machine taps / waste (our responsibility only)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Replace washing machine hoses	Customer	Customer	NA	NA	Orbit	28 days	Routine	
Electrics	Reinstate domestic electrics following a loss of power supply to your home, which includes lighting or power circuit wiring	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Repair or replace or relocate defective electrical fittings (only those fitted by us) or fix minor electrical faults i.e. socket, light switch / fittings / shaver points	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Initial make safe after a leak	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Undertake electrical test after a leak is repaired	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repair or replace immersion heater (where it's the supplementary source to the gas boiler)	Orbit	Orbit	28 days	Routine	NA		
	Repair immersion heater (where it's the main source of hot water)	Orbit	Orbit	24 hours	Emergency	NA		
	Replace immersion heater (where it's the main source of hot water)	Orbit	Orbit	24 hours	Emergency	NA		
	Repair individual electric night storage heating or convection heater	Orbit	Orbit	24 hours	Emergency	NA		
	Replace individual electric night storage heating or convection heater	Orbit	Orbit	28 days	Routine	NA		
	Repair or replace TV aerial, cable TV or satellite TV installations	Customer	Customer	NA	NA	Orbit	24 hours	Emergency
	Repair or replace mains wired smoke alarm or carbon monoxide alarm	Orbit	Orbit	24 hours	Emergency	Orbit	24 Hours	Emergency
	Repair or replace battery operated smoke alarm	Orbit	Orbit	24 hours	Emergency	Orbit	24 Hours	Emergency
	Repair or replace battery operated carbon monoxide alarm	Orbit	Orbit	24 hours	Emergency	NA		
	Replace smoke and carbon monoxide alarm batteries (where they are replaceable)	Customer	Customer	NA	NA	Orbit	24 hours	Emergency
	Repair or replace extractor fan (any location)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Replace light bulbs, fluorescent tubes, starters, appliance fuses or battery-operated doorbells	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine	
Repair / replace hard wired doorbell	Orbit	Orbit	28 days	Routine	NA			

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
	Electric meter cupboard internal / external *	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Moving electric meter	Customer	Customer	NA	NA	NA		
	Fuse board (consumer unit fault. You should Try to reset residual current device (RCD) switches first unless in independent living before contacting Orbit.	Orbit	Orbit	4 hours	Emergency	NA		
	Entry phones	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Appliances owned by you	Customer	Customer	NA	NA	NA		
	Security lights fitted by you	Customer	Customer	NA	NA	NA		
	External security light / security devices, where they've been fitted by us as a target hardening project	Orbit	Orbit	24 hours	Emergency	NA		
Heating & Gas	Attending a no heating and/or hot water from an appliance we own (any fuel type)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Replace single heat source (i.e. cylinder, individual radiator, night storage heater or convector)	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Replace non-operational gas boiler/cylinder	Orbit	Orbit	3 days	Emergency	Orbit	3 days	Emergency
	Repair burst pipe / radiator where you cannot stop the leak by turning off the stop cock	Orbit	Orbit	4 Hours	Emergency	Orbit	4 Hours	Emergency
	Repair minor leak to hot and cold-water pipe	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repair containable leak on radiator valve	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Heating won't turn off (Sep - Mar)	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Heating won't turn off (Mar - Sep)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Noisy system - banging pipework, radiators, pump, noisy boiler	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Damaged boiler flue Note - this may be recharged if not general wear and tear.	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Carbon monoxide leak (after National Gas have made it safe in one hour)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Oil leak from boiler or associated pipework	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Gas / LPG Leak on pipework (after National Gas have made it safe in one hour)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Bleeding radiators	Customer	Orbit	14 days	Routine	Orbit	14 days	Routine
	Fire not working	Orbit	Orbit	14 days	Routine	NA		
	Boiler servicing - gas, LPG, oil, heat pumps	Orbit	Orbit	80 days	Planned	Orbit	80 days	Planned
	Solar thermal not working	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Any appliance installed by you (with permission only)	Customer	Customer	NA	NA	NA		
	Service and repairs to domestic cooker	Customer	Customer	NA	NA	Orbit	7 days	Urgent
	Faulty communal gas kitchen appliances (provided by us)	NA	NA	NA	NA	Orbit	24 hours	Emergency
	Solid fuel appliance not working	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Chimney sweep for approved installed appliances (if you install, the appliance has to be removed)	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Fire servicing including flue where installed by us	Orbit	Orbit	80 days	Planned	Orbit	80 days	Planned
	Solid fuel appliance smoking / fumes	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Moving gas meter	Customer	Customer	NA	NA	NA		
	Gas meter cupboard internal / external *	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Faulty air and ground source heat pumps, warm air systems	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Radiator not working after bleeding or faulty TRV/radiator valves	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	uncontainable leak in commercial plantroom	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Commercial plantroom down (three or more flats)	Orbit	Orbit	4 hours	Emergency	Orbit	Emergency	Emergency
Commercial plant working and one flat experiencing heating/hot water issues	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency	

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
	Return visit to replace parts for heating appliances that aren't working	Orbit	Orbit	3 days	Emergency	Orbit	3 days	Emergency
	Return visit to replace parts where heating is still working	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Intermittent or no hot water but immersion back up	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Inspection of gas system upon change of customer	Orbit	Orbit	24 hours	Emergency	NA		
	Reinstate gas if credit ran out Note may be recharged	Orbit	Orbit	24 hours	Emergency	NA		
	No display on timer/faulty timer (boiler works on manual)	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Drop off temporary heaters or install temporary plant (i.e., if boilers cannot be repaired or if the mains are off)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Faulty air conditioning in communal areas	NA	NA	NA	NA	Orbit	3 days	Emergency
	Faulty air conditioning in server room	NA	NA	NA	NA	Orbit	24 hours	Emergency
	Leaking air conditioning in a communal area	NA	NA	NA	NA	Orbit	24 hours	Emergency
	Replace gas bayonet and cap	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Windows	Board up or make safe any window (where police/crime reference number is provided)	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours
Board up or make safe any window (where police/crime reference number is NOT provided)		Customer	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
Repair or replace any item following any damage caused by the police forcing entry to the premises for any reason (where police/crime reference number is provided)		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Repair or replace any item following any damage caused by the police forcing entry to the premises for any reason (where police/crime reference number is NOT provided)		Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
Repair (including ease and adjust) window, frame, catches, hinges or locks, sash cords, stays, restrictors, and handles		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Replace window sealant		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Replace any individual window completely		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Draught-proofing (if fitted with original window)		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Draught-proofing (if not fitted with original window)		Customer	Customer	NA	NA	NA		
Leaks to windows / windowsills		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Re-glaze window following board-up (where police/crime reference number is provided)		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Re-glaze window following board-up (where police/crime reference number is NOT provided)		Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
Replace misted double-glazed unit		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Repair or replace window vent		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Window blinds / curtains		Customer	Customer	NA	NA	Orbit	28 days	Routine
Replace lost keys		Customer	Customer	NA	NA	Orbit	N/A	N/A
Replace key fobs / suited keys (To be done through us but may incur a recharge)*		Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Oiling hinges		Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
Repair skylight or roof light window	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine	
Replace skylight or roof light window	Orbit	Orbit	NA	Planned	Orbit	NA	Planned	
Doors	Board up or make safe any external door	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Repair or replace any item (including glass/glazing) following any damage caused by the police forcing entry to the premises for any reason (where police/crime reference number is provided)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
	Repair or replace any item (including glass/glazing) following any damage caused by the police forcing entry to the premises for any reason (where police/crime reference number is NOT provided)	Customer	Orbit	28 days	Routine	NA		
	Changing locks / keys due to forced entry when police/ crime reference number is provided	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Repair (including ease and adjust) door, frame, catches, hinges, locks and handles	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace defective lock to front or back door, which was not a result of a lost or stolen key (including additional locks if we approve it)	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Replace lock to front or back door (as a result of lost or stolen keys and locked out)	Customer	Customer	NA	NA	NA		
	Repair or replace door locks (emergency make-safe)	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Replace lost keys	Customer	Customer	NA	NA	NA		
	Replace front or back door completely	Orbit	Orbit	NA	Planned	Orbit	NA	Planned
	Repair or replace external door frame	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace external door threshold / weatherboard	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Cat flaps	Customer	Customer	NA	NA	NA		
	Repair or replace internal door, including glazing	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace internal door frames	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Make safe internal door, where we have confirmed health and safety concerns	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Door – internal – locks, furniture, hinges, handles*	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Draughtproofing (if fitted with original door)	Orbit	Orbit	28 days	Routine	NA		
	Draughtproofing (if not fitted with original door)	Customer	Customer	NA	NA	NA		
	Leaks to doors / threshold	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Replace misted double-glazed unit	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Oiling hinges	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Shaving off the bottom of a door to fit over carpets	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Door – external – numbers, nameplates, doorbells, chains, letter plates and letter boxes and handles / knobs*	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Additional security, such as locks, chains and spy hole, unless formal customer safety and fraud (CSAF) referral	Customer	Orbit	28 days	Routine	NA		
Repairs or replace fire doors and fittings and fixtures	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine	
Supply and fix fireproof letter box completely on a front door to a flat	Orbit	Orbit	28 days	Routine	NA			
Supply and fix letter box completely or front flap associated with a front door	Customer	Customer	NA	NA	NA			
Plumbing Repairs & Leaks	Repair burst pipe and major leaks where you cannot stop the leak by turning off the stop cock	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Investigate loss of water supply	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Repair a minor leak to hot and cold-water pipe, including running overflow	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Overhaul or replace stopcocks and gate valves	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Trace and remedy air locks and water hammer	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Water meter installation	Orbit	Orbit	NA	Planned	Orbit	NA	Planned
	Overhaul or replace external taps supplied by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Overhaul or replace external taps installed by you	Customer	Customer	NA	NA	NA		
Replace ball valves	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency	

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
Drainage and Guttering	Repair or replace water storage tank	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Clear blocked soil vent pipe when there is sewage on floor	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Clear blocked soil vent pipe	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Clear blocked drain or manhole resulting in excessive groundwater (where you have contacted your water company and they have confirmed the issue is not their responsibility)	Orbit	Orbit	24 hours	Emergency	NA		
	Clear blocked gulley	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Make safe manhole cover where it's missing or defective	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Replace manhole cover (following make safe)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Clear blocked guttering or downpipe	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Fix defective guttering or rainwater downpipe	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Repair or replace gulley surround or gulley grid	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine	
Roofing	Carry out temporary repair to roof and/or chimneys to prevent water ingress / slipped roof covering where there is a health and safety concern	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Carry out minor repair following a roof leak (i.e. replacement of flashings or roof area not exceeding 1m2 in total)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Carry out major repair following a roof leak	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Repair fascias, soffits and bargeboards	Orbit	Orbit	28 days	routine	Orbit	28 days	routine
	Replace fascias, soffits and bargeboards	Orbit	Orbit	NA	Planned	Orbit	NA	Planned
Repair defective chimney (including pointing, replacing chimney pots, flashings and soakers)	Orbit	Orbit	90 days	Major	Orbit	90 days	Major	
Stairs & Woodwork	Make safe loose or defective stair, newel post, balustrade, balusters, handrail and strings, which may cause a potential hazard	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repairs to timber stairs	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace curtain rails, curtain battens and curtain hooks	Customer	Orbit	28 days	Routine	NA		
	Repair or replace skirtings, architraves, picture rails and dado rails if fitted by us	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Make safe loose or defective timber floorboards causing a potential hazard	Orbit	Orbit	24 hours	Emergency	Orbit	24 Hours	Emergency
Repair or replace timber floorboards	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine	
Lofts	Joinery repairs	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Loft insulation	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Internal Joinery	Make safe / replace timber flooring	Orbit	Orbit	28 days	routine	Orbit	28 days	routine
	Repair or replace general boxing	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Fix Shelves / rails	Customer	Customer	NA	NA	NA		
Gardens	Repair or repoint brickwork	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Make safe uneven or defective front / rear path, steps or driveway (where installed by us) causing a potential hazard	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repair or relay uneven rear path and patio	Customer	Orbit	90 days	Major	Orbit	90 days	Major
	Make safe fencing, gates, gate posts and boundary walls	Orbit	Orbit	24 hours	Emergency	Orbit	24 hours	Emergency
	Repair or relay uneven front path / steps or driveway (where installed by you)	Customer	Customer	NA	NA	NA		
	Repair or relay uneven front path / steps or driveway (where installed by us)	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Repair or replace front gate (where provided by you)	Customer	Customer	NA	NA	NA		
Repair or replace front gate (where provided by us)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine	

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
	Repair gates, boundary walls and fences (where owned by us) where they are next to land we own, next to footpaths, public land, rights of way, garage access ways or unadopted highways. (This excludes neighbouring residential homes owned by us)	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Replace gates, boundary walls and fences (owned by us) where they are next to land we own, next to footpaths, public land, rights of way, garage access ways or unadopted highways. (This excludes neighbouring residential homes owned by us)	Orbit	Orbit	NA	Planned	Orbit	NA	Planned
	Repairs to any form of timber decking, trellis work, pergolas or other garden features, structures, ornaments, etc	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Repairs to any form of timber decking, trellis work, pergolas or other garden features, structures, ornaments etc installed by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair garages, sheds, bin stores, conservatories and outbuildings (where we provide them) though we may remove them if they become unsafe	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair garages, sheds, bin stores, conservatories and outbuildings (where installed by you) though we may remove them if they become unsafe	Customer	Customer	NA	NA	NA		
	Replace garages, sheds, bin stores, conservatories and outbuildings (where we provide them) though we may remove them if they become unsafe	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Replace garages, sheds, bin stores, conservatories and outbuildings (where we provide them) though we may remove them if they become unsafe	Orbit	Orbit	NA	Planned	Orbit	NA	Planned
	Repair or replace any form of clothesline and post including tidy-dry and rotary clothes driers	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repairs or replace garage doors and door locks	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Gate latches / catches (installed by us)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Decorations	Internal decorations in all parts of your home	Customer	Customer	NA	NA	Orbit	90 days	Major
	Restoring decorations following a repair (except where caused by subsidence, structural defect or water leak)	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Restoring decorations following a repair where damage was caused by subsidence, structural defect or a water leak	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
White Goods & Furniture	Repair or replace any item of furniture or domestic electrical appliance (only where fitted and maintained by us)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Repair or replace any domestic electrical item provided by us	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Floor Coverings	Repair or replace carpets, laminated wood flooring or any other floor finish (excluding kitchen and bathroom)	Customer	Customer	NA	NA	Orbit	N/A	Planned
Floors	Floors – timber and concrete to include damp proof membrane *	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Walls	Masonry repairs (excluding internal decoration) to walls – internal and external	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Plastering	Fix minor cracks to plastered walls and ceilings (excludes structural cracks)	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Plaster repairs to walls and ceilings (excluding decorations)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Make safe damage to Artex (a surface coating for interior decoration, particularly ceilings)	Orbit	Orbit	4 hours	Emergency	Orbit	4 hours	Emergency
	Repairs to Artex after asbestos company have attended	Orbit	Orbit	14 days	Routine	Orbit	14 days	Routine
	Repair or replace plaster coving	Customer	Customer	NA	NA	Orbit	28 days	Routine
	Replace plasterboard ceiling or plaster to entire plaster wall	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Removal of polystyrene ceiling tiles and coving	Customer	Orbit	90 days	Major	Orbit	90 days	Major

		Domestic - repairs (to the property you live in)				Communal repairs (to areas you may share with other residents)		
Externals	Make safe - structural defects / major cracks	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Make safe - structural defects after follow on works	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Cladding (installed by us)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Balconies (installed by us)	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Painting and restoring external areas following repairs to structural damage	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
Damp, Mould and Condensation	Due to structural faults	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Failed damp, mould and condensation repairs	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Penetrating damp repairs	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
	Damp, mould and condensation mould wash repairs (Where there is an immediate health and safety risk, we will assist. We will also inspect to identify the underlying cause.)	Customer	Orbit	28 days	Routine	Orbit	28 days	Routine
	Damp, mould and condensation membrane faults to floor	Orbit	Orbit	90 days	Major	Orbit	90 days	Major
Asbestos	Investigate possible asbestos, a requiring test	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
	Removal of asbestos after test has been carried out	Orbit	Orbit	28 days	Routine	Orbit	28 days	Routine
Housekeeping	Cleaning and other housekeeping activities	Customer	Customer	NA	NA	Orbit	NA	Cyclical
Adaptations	Minor repair and replacement adaptations < £1,000	Orbit	Orbit	28 days	Routine	NA		
	Major repair and new adaptations > £1,000	Customer	Customer	NA	NA	NA		
	Taking reasonable care of all specialist adaptation equipment.	Customer	Customer	NA	NA	NA		
Damage	Accidental or malicious damage, by customers or visitors Note - may be recharged	Customer	Customer	28 days	Routine	Orbit	28 days	Routine

* We will assess and advise on repair or replacement.