REPORTING YOUR FAULTS
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When a tenant reports a fault or maintenance issue in their room the accommodation team will allocate a Priority Category to the fault.

This outlines how the repair will be handled and the time frame you can expect the issue to be remedied.

Due to the unpredictable nature of buildings and reactive maintenance the actual time to remedy an issue may differ from the initial prediction. The accommodation team will assess each issue and will keep you up to date via the MyFortis online portal.

It is important that faults are reported through this system so that our team can track progress and provide updates.

When the fault is reported the accommodation manager or a maintenance operative should respond to acknowledge receipt of the fault and allocate a priority category to the fault based on the criteria below.

This response should include a brief description of the timeframe it is expected to take for the fault to be rectified within.

PRIORITY ONE
We will respond to the problem with an appropriate resource ensuring that the problem is returned to a safe or usable state within 8 hours. We will then put in place measures to reinstate the premises as necessary. Any further work required will be done as soon as availability of labour and materials allow.

A Priority 1 Job is typically defined as a situation which threatens the safety of the occupants / or there is a likelihood of catastrophic damage to property.

If there is an emergency which endangers the safety of the occupants of the buildings such as a fire or explosion, major breach of security the emergency services should be contacted urgently.

Some examples:
- Restore access to premises - main door/perimeter gate - mechanical or entry system failure to building or block
- Major internal leak - investigate, isolate and make safe if required
- Major electrical outage - total failure of supply to building/block. Investigate and make safe or restore where applicable
- Major water outage - total failure of supply to building/block. Investigate and reinstate if feasible
- Make safe electrics - exposed electrical wires or damaged due to water ingress
- Major fire alarm system failure
- Major external leak/flood water from an external source likely to cause serious damage to property or cause health and safety concern
- Restore access to flat/room mechanical failure or damage to flat or room lock
- Make safe windows or doors - board up if a security or safety risk
PRIORITY TWO

We will respond to the problem within 24 hours of the issue being reported (during working hours) and return the premises to a safe or usable state. Any further work required will be done as soon as availability of labour and materials allow.

A Priority 2 Job is typically defined as a situation which does not threaten the immediate safety of the occupants of the buildings but has the potential to cause damage to the building and major inconvenience to the tenant.

Some examples:

- Blocked drains or internal waste pipes.
- Loss of heating or hot water on a local basis.
- Loss of water supply on a local basis.
- Loss of electrical power on a local basis (individual socket circuit).
- A problem affecting the security of buildings or property (unsecured).
- Broken glass in a window or door (may involve boarding and returning to re-glaze later).
- Unusable sanitary fittings and showers where they are the only ones available for use.
- Any incident giving rise to a serious safety risk (e.g. trip hazards from insecure floor coverings, steps, paved areas).
- Lighting failure on a local basis (All of the lights in the studio, emergency exits and stairs).
- Loss of Wi-fi Service locally
- Water leak not causing damage to the building (e.g. tap won’t turn off).

PRIORITY THREE

We will respond to the problem with an appropriate resource within 7 days of the issue being reported and return the premises to a safe or usable state. Any further work required will be done as soon as availability of labour and materials allow.

A Priority 3 Job is typically defined as a situation which causes moderate inconvenience to the tenant or and carries a minimal risk to the safe use of the building and a minimal risk of further damage to the building.

Some examples:

- Loose or missing floor tiles / paving where there is minimal safety risk.
- Replacement of cracked glass not giving rise to security or safety risk.
- Replacement/repairs to sanitary ware fittings: plugs, seats etc.
- Adjustment of door closures or floor springs
- Installation of standard telephone and data sockets ordered through IS on their Web Site.
- Wall tiling; re-fixing loose or missing tiles.
- Ceiling tiles; replacing missing or damaged tiles.
- Curtains and blinds; repairs to curtains, blinds or their tracks.
- Plaster repairs.
• Repairs to joinery items: doors, windows etc where there is no security risk.
• Replacement of cracked sanitary ware when the damage has not prevented use.
• Re-fix loose fixtures and fittings.

**PRIORITY FOUR**

We will ensure that the problem as reported is rectified at a mutually agreed date (usually within 28 days). If on inspection the problem is more extensive than the initial report suggests it will be made safe or usable and a permanent repair will be carried out as soon as availability of labour and materials permit.

Priority 4 Work is typically defined as work which causes no risk to the tenant’s safety and is only likely to cause mild inconvenience to the tenants use of the property, any effect on the building itself would be minimal i.e only detracts from its appearance in a minor way.

Some examples:

• Furniture - jobs connected with repair or purchasing furniture.
• Replacement of nameplates for room occupants.
• Redecoration works (painting etc)
• Any other task that has been re-arranged with the client to an ‘Agreed Date’.