NUMed Repairs & Response Priorities

Repairs and faults for University accommodation must be reported as soon as possible. Failure to report a repair, however minor, could lead to extensive damage being caused. This could lead to a great deal of inconvenience and/or loss of service to you and fellow residents which you could be held liable for.

Repairs should be reported using the Online Repair Request form. All repairs are prioritised and every repair has a timescale for response, which will vary depending upon its severity. Whilst every effort will be made to complete the repair during the response time period this may not always be possible. In such circumstances you will be notified of delays.

Priority 0 – Immediate Response
Where there is a substantial and real danger to life eg gas leak, severe flooding, exposed live wiring

Priority 1 – Response within one working day
- Total loss of electric power, water or gas supply
- Blocked or leaking foul drain or toilet
- Serious leak from a water or heating pipe, tank or cistern
- Overflow running at full pressure
- Structural damage
- Insecurity eg non-functioning locks, external window

Priority 2 – Response within three working days
- Air conditioning is not working / functioning
- Electrical appliance is not working / functioning
- Gas stove and hood are not working
- A blocked sink, bath or basin
- Partial loss of power, water or gas
- A tap that cannot be turned on
- Rotten timber flooring
- Roof leaks
Priority 3 – Response within five working days

- A door-entry bell that is not working
- Minor electrical work
- Minor water leaks
- A faulty water tap or valve

Priority 4 – Response within 10 working days

- Blocked/leaking gutters
- Loose rainwater pipes
- Cracked tiles or slates
- Internal plastering
- A window that will not open
- Window catches
- Internal locks and handles
- Kitchen cupboard doors
- Worktops
- Letterboxes
- Floor tiles
- A loose bath panel or framework
- A loose basin or pedestal
- General tap repairs, such as tap washers
- Replacing a tap, bath or sink
- Repairs to flashing

Priority 5 – Response within 15 working days

- Full kitchen replacements
- Garage door repairs
- Dampness repairs
- Blocked gutters
- Leaking gutters and rainwater pipes
- Repairs to paths (where there is no danger from tripping)
- Re-enamelling a bath