



# CDS Repairs Timescales

When you request a repair it is given a priority rating. The rating is based on the nature of the work required. These priorities determine the urgency of the work and the related timescale for completion.

Our repair categories and timescales are:



Emergency repair	- Attend within 24 hrs
Damp and Mould Repairs	- Investigate within 14 days
Routine repair	- Complete within 28 working days
Planned repair	- Complete within 40 working days subject to schedule of works required

There may be circumstances when we need to schedule the repair faster than normal. Each situation will be evaluated individually, considering your specific need.

## What type of repair do I have and how long will it take to complete?

### Emergency repairs – Attend within 24 Hours



Call us on 020 4551 0080 and select Option 1

Emergency repairs are where health and safety or the security of your home could be at risk if not dealt with quickly. We aim to attend and make things safe within 24 hours. We will make the situation safe if we are not able to repair at the first visit.

### Examples of emergency repairs:

- Loss of heating or hot water
- Suspected gas leak at your home (please also phone National Gas Emergency on 0800 111 999 to report)
- Severe Damp and Mould affecting your health
- Blocked toilet where there is no other toilet in the property
- Blocked bath, sink or drain
- Faulty shower if no bath or alternative washing facility
- Loss of power or lights (phone National Grid on 105 first to check that there is no power cut in the area)

## Damp and mould Repairs – Attended within 14 days

Repairs for Damp and Mould will be investigated within 14 days. A Mould wash will be completed at the first visit before repairs are carried out. This is to make sure you are not left with mould in your property whilst the work to fix the issues is completed.

Following the inspection, we will carry out urgent repairs within seven days and make emergency repairs within 24 hours.



## Routine repairs – Completed within 28 days

These are repairs which do not cause serious inconvenience or risk to you or your home. We aim to complete routine repairs within 28 working days.

### Examples of routine repairs:

- Broken extractor fan
- Faulty tap in bathroom or kitchen
- Damage or repair required to fixtures and fittings within the responsibility of CDS



## Major works repairs

Major works repairs are defined as large time-intensive pieces of work, that are likely to take time to complete.

Major works repairs fall outside the timeframe of a routine repair. They are usually complex repairs that require either a specialist contractor and/or a technical lead to diagnose and then manage the works till they're complete. We will update you as often as possible on our actions and progress.

## Planned maintenance programme

Our planned maintenance programme is work that is carried out on a regular basis. It includes major replacements such as kitchens, bathrooms, windows and boilers.

It also includes important building safety checks such as Gas Safety and Electric Safety Checks.

## How do I report a repair?

- Call us on 020 4551 0080 and Select Option 1 to talk to a member of our repair team.
- Email us at [talktous@cds.coop](mailto:talktous@cds.coop) and we will respond to you within three working days.
- On our website, using the repair reporting form. We will respond to you within three working days.  
<https://www.cds.coop/for-residents/report-a-repair/>
- Talk to your housing officer or any other member of our team who can also help you report a repair



## What should I expect when I book a repair appointment?

Repairs appointments are usually available Monday to Friday from 8am to 5pm. This may vary and flexibility can be discussed.

The appointment is booked directly with the contractor. They will call you to arrange the most appropriate time to visit your home.

Once the repair has been completed, you may receive a call asking for feedback. This is to make sure you are satisfied with the work done. We will take actions if you are dissatisfied. We really value your feedback and use it to learn and improve.

## Repair responsibilities



For more information about our responsibilities as a landlord and your responsibilities as a tenant, please review our Repairs Policy:

<https://www.cds.coop/wp-content/uploads/2025/02/CDS-Repairs-Policy-March-2024.pdf>

Contact us if you have any questions, we are always happy to help you.

## Get in Touch



[www.cds.coop](http://www.cds.coop)



020 4551 0080



[TalkToUs@cds.coop](mailto:TalkToUs@cds.coop)