

# Caretaking Services - Response Times 2010 - 2011

Definition	Timescale	Example
<p><b>Emergency:</b> For estate issues that pose any immediate danger to our tenants/ employees we aim to respond as soon as possible to help remove or reduce any risk posed by the examples given.</p>	<p>Same day</p>	<p>Power failure, flood, fire, spillages, response to requests due to inclement weather, evictions.</p>
<p><b>Urgent:</b> We will respond within 2-3 working days to requests for the removal of the examples given. On assesment, depending on the seriousness this may take longer. In all cases we will keep you informed.</p>	<p>2 - 3 days</p>	<p>Flytipping, Hate Crime, A.S.B, alleyway access to property because of overgrowth, application of anti-vandal paint.</p>
<p><b>Routine:</b> We will complete within 28 days where this type of work is classed as routine and does not pose an immediate danger or threat to any persons.</p>	<p>Within 28 days</p>	<p>Ivy removal, non offensive graffiti, alleyways, council owned garage clearances.</p>
<p><b>Programmed:</b> This type of work will be programmed in throughout the year. Seasonal adjustment may be necessary depending on weather or time of year.</p>	<p>Quarterly</p>	<p>Cleaning and clearance of Communal Drying Areas, cleaning and maintenance of High Rise Bin Stores, Accompanying Estates Management Team on Estate inspections/walkabouts. Upkeep of council owned garage sites.</p>



## How long will it take?

When you report a job to us we will assess the problem and put it into a response time category. In some cases we may need to visit to decide exactly what we may need to do to complete the works.