COVID-19 UPDATE - REDUCED REPAIRS SERVICE

In view of the Prime Minister’s announcement on 23.03.2020 and to ensure that IDS remains compliant with current guidance issued by the Prime Minister, IDS will be operating an ”Essential only” repair service, until such time that staff and members of the public are advised otherwise.

IDS will undertake Essential repairs only during this time, please report qualifying repairs (see below) as normal, we cannot guarantee normal response times and our suppliers will confirm their earliest availability with you, out-of-hours emergency repairs will operate as normal.

Some guidance is provided in the table below:

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| **IDS - REDUCED SERVICES – ESSENTIAL REPAIRS ONLY** |
| * Total / Partial Loss of Power * Total / Partial Loss of Water Supply * Total or Partial Loss of Gas Supply * Total or Partial Loss of Space Heating and Hot Water * Blocked or Leaking Foul Drain, Soil Stack * Toilet Not Flushing (Where there is no other toilet within the dwelling) * Blocked Sink, Bath, Toilet or Basin (Where resident is unable unblock using plunger) * Uncontrollable leaks (Where resident is unable to isolate) * Major Roof Leaks / Major Penetration of Water * Unsecure External Window and Door Locks * Unsecure / Wobbly Stair Tread * Lift Failures / Servicing * Communal Light Failure * Repairs to Communal Dish / TV Aerial Systems (Without access to individual dwellings) * Door Entry Failure (Where serving a block of 3 or more properties) * Communal Ventilation or Plant Rooms Ventilation Failure / Servicing * Servicing or Repair of Fire Safety Equipment (Without access to individual dwellings)   **As events continue to develop etc. this list will continue to be reviewed and edited accordingly.** |