

Repairs & Maintenance Policy

October 2025

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Version number	7
Date agreed	23 October 2025
Agreed by	Operations Committee
Review date	November 2028
Diversity compliant	Yes
Equality Impact Assessment required	Yes
Data Protection compliant	Yes
Health and Safety compliant	Yes

Contents

		Page
1.	What this policy is about and why we need it	3
2.	Who does this policy apply to	3
3.	Our policy is...	4
4.	How we will monitor this policy	10
5.	Procedures and other documents that link to this policy	11
6.	When this policy will be reviewed	13
7.	Jargon Buster	13
8.	Appendices	14

1 What this policy is about and why we need it.

This policy sets out the Acis Group's approach in the delivery of the repairs service, ensuring homes are safe, secure, well maintained, and compliant with appropriate legislation and regulatory requirements.

Acis Group manages the repairs and maintenance to social housing and student accommodation properties across Lincolnshire, South Yorkshire, Nottinghamshire and Derbyshire. This policy will provide clarity on the services provided and how the organisation meets statutory and regulatory compliance.

2 Who does this policy apply to?

This policy applies to all our customers, Acis Group employees and its contractors where there is a landlord and/or legal repair obligation across social housing and student accommodation.

3 Our policy

The policy defines our repair service for managed social housing, student accommodation, communal areas including fire doors, garages and estates where Acis Group have adopted repairs responsibility.

Acis Group will offer our customers a modern, flexible repairs service that is responsive and driven by customer demand.

Our policy aims are:

- To clearly define and give clarity on the delivery of our repairs service.
- That repairs are carried out quickly within a timeframe convenient for the customer.
- To ensure repairs are value for money.
- That our repairs and maintenance activities achieve high levels of customer satisfaction in terms of quality and time to complete a repair.
- To comply with legislation and regulatory obligations.

4 Managed Housing Repairs

Section 4 of this policy details Acis Group's approach to carrying out repairs to tenanted accommodation where Acis Group have a responsibility and in compliance with the relevant legislations.

4.1 Reporting a repair

Acis Group will provide a repairs service that is available 24 hours a day 365 days a year.

Our core engineers will be available for appointments between 8am and 8pm, 7 days a week with the out of hours service being available for emergencies outside of this time.

Customers will be able to report repairs by MyAcis portal, Acis Group website, email, text message and telephone or via one of our employees.

Customers reporting emergency repairs must call us to report any emergency repairs by telephone on 0800 027 2057.

Any suspected gas leaks must be reported in the first instance to National Grid Gas Emergencies on 0800 111 999.

4.2 Appointing Repairs

For all repairs reported by customers, Acis Group will diagnose the repair and make an appointment to complete the repair at a time that is convenient for the customer.

If Acis Group fail to keep an arranged appointment in all cases except emergencies, without providing 24 hours' notice, the customer will be entitled to claim compensation in accordance with the Customer Feedback Policy.

On raising a repair, the customer's circumstances (inclusive of any vulnerabilities) will be assessed to help determine the priority of the repair; should Acis Group become aware of a change in circumstances, the priority of the repair may be reprioritised.

4.3 Prior Contact

Communication with customers will be by MyAcis portal, email, text, telephone or letter to either remind them of an appointment or to advise of any delays.

4.4 No access

Access will be arranged with the customer directly by our engineer on emergency and appointed repairs.

Where a customer fails to make contact to rearrange the appointment following 3 attempts to gain access by us or our designated contractor, the works will be cancelled unless the repair is deemed a health and safety concern.

4.5 Service Definitions

Repairs are categorised as reactive and programmed, within this section and appendix 1 the policy sets out the classifications of these repairs.

Reactive repairs

Emergency repair definitions

Emergency repairs (attend within 24hr) are defined as:

Any defect that puts the health and safety or security of the tenant, or a third party, at immediate risk; or that affects the structure of the building adversely.

Appointed repairs defined as:

Any defect that can be deferred without serious discomfort, inconvenience, or nuisance to a tenant or a third party and can wait until the next maintenance visit at a time convenient for the customer.

Reactive repairs will be completed in an average of 10 working days.

Both the customer's and our repair responsibilities are outlined within appendix 2.

Programmed Repair

Acis Group aim to carry out repairs in the most efficient way possible and some will be grouped by area and/or type and undertaken on a programmed basis. This may typically include works such as fencing and gates, pathways and paving, roofing and where homes have multiple repairs that can be grouped together. Customers will be advised of timescales for programmed works and kept up to date on them until the repair is complete.

Planned Maintenance

Planned Maintenance/capital improvements are not included within this policy. Where economically advantageous some repairs may be undertaken to prolong the life of an asset, such as kitchens, bathrooms, doors and windows and heating systems until the replacement date within the asset strategic plan.

4.6 The Right to Repair

Acis Group will complete repairs within the timescales detailed in the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.

4.7 Rechargeable Repairs

Where a customer or someone they are living with in the property or visiting, has not looked after the property, have misused it or damaged it (even if the customer or someone else have caused the damage by accident) the customer will be responsible for the cost of repairs or replacement. This will also include any common areas and equipment provided, for example solar panels provided by us. The customer will also be charged an administration fee for issuing the rechargeable repair.

Where a customer's responsibility has been identified, Acis Group will record the details and will seek to confirm that the repair has been completed to a satisfactory standard. If the customer does not rectify the issue, Acis Group will undertake the repair and recharge the customer the full cost of the work.

The customer's responsibility for any rechargeable repairs will be identified at the point of diagnosis where possible or at the initial inspection and their liability will be confirmed to them. Work undertaken on behalf of the customer will be agreed and notified in advance of the commencement of works.

Acis Group will operate a system of fixed price charging for repairs which are the customer's responsibility. The price will be quoted in advance of any work being ordered and may be subject to advance payment. In certain circumstances an arrangement for payment of rechargeable repairs will be entered into, whereby the customer is able to make payments over an agreed period of time.

Some examples of the types of repairs that are the responsibility of the customer are found in Appendix 2 Customer & Acis Group responsibilities for managed housing.

4.8 Aids and Adaptations

Acis Group will undertake repairs to existing adaptations in line with the service standard within appendix 1. All other aids and adaption work will be included within the Acis Group Aids and Adaptations Policy.

4.9 Repairs To Common Areas

Repairs to common areas will be undertaken on either a reactive or a programmed repair basis, in line with the repair service standard within appendix 1. Reactive repairs will be carried out within an average of 10 working days, while all other repairs will be scheduled as a programmed repair to achieve economies of scale and operational efficiency.

Where a fire safety risk has been identified to leaseholder's property, such as a fire door into a common area, Acis Group will agree scope and responsibility for any required works with the leaseholder.

Where repairs are programmed, Acis Group will contact the customer with updates until the repair is complete.

4.10 Boundary Works

Where a tenancy agreement confirms a responsibility for the boundary structure, Acis Group will carry out repairs in line with that agreement. In all other cases except for health and safety issues, the customer is responsible for any boundary structure (such as wall or fence).

When a repair is reported, and it is not feasible to repair a fence Acis Group will attend and make safe, then assess any additional repairs as appropriate. This may include removal, but not necessarily replacement. Any replacements will be undertaken by grouping similar repairs into a planned maintenance programme, ensuring efficient delivery/VFM. Customers will be advised of timescales and updated until the repair is complete.

4.11 Floor coverings

Acis Group are responsible for repairs to vinyl floor coverings and thermoplastic floor tiles as fitted during the planned maintenance programmes for Bathrooms and Kitchens. Where a property has thermoplastic floor tiles installed by Acis Group in other rooms, they will also be repaired as necessary.

Any floor coverings installed by the customer will be deemed their responsibility.

Where there has been damage caused other than normal wear and tear, any work completed by Acis Group will be rechargeable to the customer.

Colours are limited to those used within the current component replacement programme. Acis will attempt to match products as close to the original as

possible, but this will depend on availability. There may be a visible distinction between the existing and the new products installed.

4.12 Decoration

In accordance with Section 11 of the Landlord and Tenant Act 1985, If decoration has been damaged due to a failure of:

- The structure and exterior of the dwelling.
- Installations for the supply of water, gas and electricity and for sanitation.
- Installations for space heating and heating water that is no fault of the customer.

Or

- When decoration is damaged due to a repair by Acis Group.

Acis Group will decorate the affected area with colours available within their void standard or where these colours are not acceptable to the customer, the customer will be offered decoration vouchers.

Decoration vouchers will be issued based on the size of the area that requires painting.

4.13 Damp & Mould

As set out in the Damp and Mould Policy, where appropriate Acis Group will utilise a structured, staged, embedded approach to advising customers who report any damp or mould in their homes to conform with the requirements of the 'Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025' also known as Awaab's Law.

4.14 Right to Buy

If a Right to Buy (or equivalent) application is received by us, properties will be flagged, and repairs will be limited to our obligation to carry out wind and watertight repairs and maintain essential services as outlined in Section 11 of the Landlord and Tenancy Act 1985.

Acis Group will also meet our obligation to carry out gas servicing on an annual basis until the date on which the Right to Buy is concluded.

5 Non-Housing Repairs

Acis Students Repairs

The Repairs and Maintenance approach of Acis Students is in accordance with the National Code of Standards for Larger Developments not managed or controlled by educational establishments.

5.1 Reporting

Acis Group will provide a repairs service that is available 24 hours a day 365 days a year.

Our core hours for appointments are between 10am and 6pm, Monday – Thursday and 10am and 5pm on a Friday with an out of hours service being available for emergencies outside of this time.

Customers will be able to report repairs via email, face to face at our reception, over the telephone or via one of our employees.

Customers reporting emergency repairs outside of the core hours must call our out of hours number for the site or visit the reception.

5.2 Attending repairs

For all repairs reported by customers, Acis Group will diagnose and prioritise the repair. Acis Group will endeavour to respond at a time that is convenient for them, giving appropriate notice.

Where the repair is in a communal area of a flat, Acis Group will announce ourselves on arrival and explain to any in-house customers the purpose of our visit.

All emergency repairs will be attended within 24 hours.

On raising a repair, the customer's circumstances (inclusive of any vulnerabilities) will be assessed to help determine the priority of the repair; should Acis Group become aware of a change in circumstances, the priority of the repair may be reprioritised.

5.3 Service Definitions

Repairs are categorised by priority. Within this section and Appendix 3 the policy sets out the classifications of these repairs.

Emergency repair

Emergency repairs (attend within 24hr) include:
Any repair required to avoid a danger to health; and

Any repairs that pose a risk to the safety of occupants or serious damages to buildings or occupants belongings.

Urgent repairs

To be completed within 5 working days include:

Any repairs that materially affect the comfort or convenience of the occupants and

Repairs required in any rooms adapted for students with disabilities.

Non-urgent repairs

To be completed within 28 days from when reported.

These are any repairs that are not an emergency or urgent repair.

5.4 Rechargeable Repairs

Where a customer or their visitor, has not looked after the property, has misused or damaged it (even if the customer or someone else have caused the damage by accident) the customer will be responsible for the cost of repairs or replacement.

The customer's responsibility for any rechargeable repairs will be identified at the point of diagnosis or inspection, and their liability will be confirmed to them.

Where any damage takes place in common areas or to shared equipment, and Acis Group are unable to identify the culprit, each tenant will be recharged a fair proportion of the reasonable costs incurred.

Acis Group will operate a system of fixed price charging for repairs which are the customer's responsibility. An outline of these fair and reasonable charges will be shared at the commencement of the tenancy via the "Schedule of Charges".

6 How Acis Group will monitor this policy

Acis Group will monitor this policy through a series of Key Performance Indicator (KPI) metrics and Tenant Satisfaction Measures (TSMs), which shall be regularly reported to our Operation's Committee for review.

Performance monitoring

Acis Group are committed to providing a repairs service that continues to provide high levels of customer satisfaction. Through our performance management framework, the effectiveness of this policy will be monitored using the following performance indicators:

Managed Housing Repairs

- Percentage of customers satisfied with the quality of a repair.
- Percentage of customers satisfied with the time taken to complete a repair.
- The average number of days to complete a repair.

- Percentage of emergency repairs completed on time.
- Repairs completed within target timescale.
- The average cost of a repair.

The managed housing repairs performance will be presented to the Operations Committee, Acis Group Board and the 'Customer Voice Panel'.

Student Repairs

- Percentage of emergency repairs completed on time.
- Percentage of non-emergency repairs completed on time.
- Percentage of customers satisfied with the repair.

The Student repairs performance will be reported to the appropriate committee.

7 Links to other policies, legislation and/or regulations

Policies, legislation and/or regulation that links to this Policy are listed below:

Policies

Gas & Heating Safety Management Policy
 Equality Diversity and Inclusion Policy
 Customer Feedback Policy
 Neighbourhood and Estate Management Policy
 Electrical Safety Policy
 Asbestos Management Policy & Plan
 Aids & Adaptations Policy
 Damp & Mould Policy

Legislation

Building Safety Bill 2021
 Fire Safety Act 2021
 Data Protection Act 2018
 Equality Act 2010
 Health and Safety at Work Act 1974
 The Electricity at Work Act 1989
 Environmental Protection Act 1990
 Homes (Fitness for Human Habitation) Act 2018
 Occupiers Liability Act 1984
 The Landlord & Tenant Act 1985
 Housing Act 2004 – Housing Health & Safety Ratings System
 Building Act 1984
 Energy Act 2011
 Defective Premises Act 1972
 Housing Act 2004

Regulations

Management of Health and Safety at Work Regulations 1999

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
Gas Safety (Installation and Use) Regulations 1998
Control of Asbestos at Work Regulations 2002
Control of Asbestos Regulations 2006 (CAR 2006)
The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (private rented properties)
Building Regulations Approved Documents
Regulatory Reform (Fire Safety) Order 2005
The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025.
National Code of Standards for Larger Developments

8 When this policy will be reviewed

This policy will be reviewed every three years or where there has been a legislative change, incident or service change that influences this policy.

9 Jargon buster

Reference	Definition
Core trade	Trade disciplines for plumbing, heating, joinery and electrical.
Managed Housing	Tenanted social housing where Acis group have a responsibility to undertake repairs.

10 Appendices

APPENDIX 1 HOUSING REPAIRS AND MAINTENANCE SERVICE

Repair Definitions

Emergency repairs (attend within 24hr) are defined as:

Any defect that puts the health and safety or security of the tenant, or a third party, at immediate risk; or that affects the structure of the building adversely.

Appointed repairs defined as:

Any defect that can be deferred without serious discomfort, inconvenience, or nuisance to a tenant or a third party and can wait the next convenient maintenance visit at a time convenient for the customer.

Emergency and appointed repairs are to be completed within an average of 10 working days.

Programmed repair defined as:

Programmed delivery of larger scale repairs and maintenance including some capital replacements or where the batching of repairs becomes economically/operationally advantageous. This may include grouping repairs by property or repair type with an agreed start and completion date.

Planned Maintenance defined as:

The replacement of key building components that have reached the end of their remaining life, including heating systems, kitchens, bathrooms, roofing and rooflines, doors and windows.

Common Area repairs are defined as:

Repairs to areas that facilitate access to and from properties where Acis Group have repairs responsibility.

REPAIR COMPLETION TIMES

EMERGENCY REPAIRS – ATTENDANCE WITHIN 24 HOURS

The aim of an emergency repair is to attend and make safe and to avoid a serious health and safety risk or to prevent serious structural damage to the property.

If further works are required to complete the repair, then the job will be closed and a new job raised with an appointment at the convenience of the customer.

Examples of emergency repairs are:

- Dangerous structural faults
- Prevalent damp and mould that poses an imminent and significant risk of harm to the health or safety of the customer
- Making safe after fire, flood, lightning or storm damage works

- Blocked main foul water drains or only toilet within the property (where Acis Group has responsibility)
- Making the property secure
- Total loss of electric power
- Water leaks that need isolating at the main stop tap
- Partial loss of water
- Burst water main
- Partial loss of electrical circuits
- Faults to lighting in bathrooms (excluding failed light bulbs) as above
- Blocked flue (where only form of heating)
- Partially blocked main foul drain (where Acis Group has responsibility)
- Blocked soil pipe or sole WC
- Heating or hot water loss during period 1st November to 30th April up to 8 pm
- Failure of lift/stair lift where Acis Group have a legal responsibility
- Total failure of carbon monoxide or smoke detector systems
- Offensive or racist graffiti which an offence under the Public Order Act 1986 or is likely to cause civil unrest
- Insecure external door, lock or ground floor window
- Faulty garage lock – if car locked in garage
- Faulty shower – if only form of bathing within the property
- Broken or loose banister rail where this causes a health and safety risk
- Rectify gas leak (customer must report to the national grid emergency line 0800 111 999).

APPOINTED REPAIR

- Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan
- Leaking from water or heating pipe, tank or cistern
- Rotten timber flooring or stair tread
- Door entry phone not working
- Total or partial loss of gas supply
- Tap which cannot be turned
- Minor plumbing leaks
- Heating fault or breakdown during period 1st May to 31st October – vulnerabilities will be considered when prioritising works
- Hot water faults during period 1st May to 31st October – vulnerabilities will be considered when prioritising works
- Blocked gulley, sink, basin or second WC
- Minor electrical faults – lighting and electrical circuits
- Mechanical extractor fan in internal kitchen or bathroom not working
- Faulty communal TV aerial
- Partial loss of water supply
- Door/lock fault to garage
- Leaking roof – where repair can be completed from a ladder

- Intermittent carbon monoxide or smoke detector fault
- Insecure external lock or window above ground floor
- Damage to stair treads, handrails, or bannisters
- Repairs to external walls, doors, and windows
- Repairs to boundary walls, fences, paths, and steps – where minor repairs only are required
- Minor plaster patching and filling
- Dripping or leaking taps or shower units
- Defective cistern or overflow
- Containable plumbing leaks and defects
- Minor repairs to tiling to kitchen and bathroom walls
- Condensation problems
- General roof repairs, including chimneys, slates, or tiles where work can be carried out using a ladder safe system
- Faulty shower, if there is alternative bathing is available
- Faulty extractor fan – kitchen or bathroom
- Defective flooring
- Garage roof minor leak
- Non offensive graffiti

PROGRAMMED REPAIR

- Large scale roof repairs, including chimneys, slates, or tiles where a scaffold is required
- Renewal of doors and windows
- Renewal of fire doors
- Large scale repairs to internal walls, floors, ceilings, or doors
- Extensive drive, paths and paving works
- Extensive drainage works such as soakaways and renewal of drains
- Repairs to drains, gutters or external pipes
- Large scale plasterworks
- Complex multiple repairs within one property, block or common area
- Structural repairs
- External common area repairs including boundaries and gates

PLANNED MAINTENANCE PROGRAMME

- Fire Risk Assessment repairs
- Kitchen and bathroom renewals
- Major or full roof renewals
- Fencing renewal
- Full windows, door and porches renewal
- External Repairs and Painting programmes

Planned maintenance programme

In addition to major improvement works centred on component replacement, Acis Group will plan some maintenance to maximise efficiency.

Customers will be informed if any repair requests will be met by way of a planned maintenance programme and receive a minimum of 14 days' notice before works are due to commence.

APPENDIX 2 – CUSTOMER & ACIS GROUP RESPONSIBILITIES FOR MANAGED HOUSING

Customer responsibilities

Customers are responsible for the following repairs or replacements:

- Where pests have infested the property, Acis Group will investigate to ascertain the root cause and responsibility. Should this be deemed the responsibility of the customer they will need to arrange pest control/removal.
- Repairing damage caused by the customer, family, visitors to the property or pets
- Repairing damage caused by any workman the customer has engaged to do work on the customer's behalf

- Any structure or accessory installed by the customer is their responsibility in its entirety including but not limited to sheds and lighting fixtures.
- Door numbers
- Sink and bath plugs and chains
- Toilet seats
- To fill any minor plaster cracks at <2mm or holes <20mm
- Fire grates and ash pans if the fire has been installed by the customer
- Light bulbs, fluorescent/LED tubes and starters, LED units where the unit has been installed by the customer
- Fuses and batteries for the customer's smoke, heat and carbon monoxide alarms / detectors (where provided)

- Sweep chimneys where required, unless the chimney is used in conjunction with appliances installed by us
- Unblock waste pipes, gutters and drain gullies (except where the blockage occurs within common areas)
- Damage caused by leaks from the customer's own appliances, such as washing machines and dishwashers
- Electrical plugs and fuses to the customer's own appliances
- Any sheds, garages, outbuildings and boundary structures which have not been constructed or adopted by Acis Group
- Any pathway, patio, paved area or hard standing which have not been constructed or adopted by Acis Group
- Any water butts, compost bins, washing lines or rotary driers unless provided by Acis Group in common areas
- Any other gifted items as notified by us
- The cost and replacement of damaged, lost or stolen keys and door entry fobs
- Replacing any fixtures or fittings provided by Acis Group which the customer has removed
- Decoration unless making good after a repair that is the responsibility of Acis Group under Section 11 of the Landlord and Tenant Act 1985

- Trees and hedges where maintenance is not an Acis Group obligation

Acis Group Responsibilities

Acis Group will keep in good repair the structure and the exterior of the customer's home. This will include:

- Where pests have infested a property will investigate and determine the root cause and if is the customer or Acis Group's responsibility.
- Pop up waste and mechanism, where the bath/sink has been installed by Acis Group
- The roof, external walls and doors
- Window frames including catches, windowsills and glass, unless the damage to glass results from customer damage or misuse
- Chimneys, chimney stacks and flues
- Chimney sweeping where the chimney is used in conjunction with an appliance installed by us
- Access to the customer's home constructed by us such as paths and steps leading to front, back entrances and round the perimeter of the building
- Garage, sheds and outbuildings that have been constructed and adopted by us
- Drains, gutters and external pipes where it is Acis Group's responsibility
- Internal walls (but not including minor plaster cracks and holes)
- Floor coverings installed by Acis Group to bathrooms and Kitchens from the date this policy is agreed
- Internal doors including frames and hinges that have not been installed by the customer
- Skirting boards

APPENDIX 3 STUDENT REPAIR PRIORITIES

Examples of repairs by priority

P1: 24HR EMERGENCY REPAIR

- Loss of electricity - within the flat or communal area on sockets and lighting.
- Major leaks - i.e. water coming through the ceiling or into a bedroom.
- Door failure - i.e. doors not locking/unlocking, Flat main door handle come loose or not closing completely on its own.
- Water – Complete loss of water within the property
- Lighting – any lighting within the bedrooms, bathrooms and communal areas where another light is not available
- Smoke alarms – any smoke alarm batteries that are beeping or are concerned that they are not working.
- Broken Glazing – in order to secure and make safe
- Toilets – where they are not flushing and they are the only toilet available

P2: 5 DAYS - URGENT REPAIR

- Fridge freezers – If the appliances are not working
- Cooking facilities – If the appliances are not working
- Mould/Damp issues – This will be initially checked within 5 days of reporting
- Window repairs – Drafts coming through windows, handles not working, windows not opening/closing (unless there is a potential for a security breach in which case it will be escalated to a P1)
- Toilet Repairs – Toilets that are not flushing correctly, not filling correctly or very slowly.
- Tap replacement – Taps that are loose or stiff to turn on/off.
- Blockages – Blocked Basins and Showers
- Lighting – Any lighting within the bedrooms, bathrooms and communal areas where another light is available.
- Electrical – Any electrical works that are not classed as an emergency due to the safety of the tenants i.e. replacement bed lamps, bathroom fans, light fittings, showers (unless only 1 in flat), cooker hoods, appliances such as hobs/ovens etc.
- Pest Control – All pest control reports will be assessed within 5 days
- Water - No hot water within the single area of a property i.e. 1 bathroom out of the 2
- Shower - shower not working, producing hot water or low pressure

P3: 28 DAY NON-URGENT REPAIR

- Furniture repairs – i.e. broken drawers, wardrobes, cupboard doors, tables, sofas, blinds, desk chairs, kitchen chairs, mattresses, vacuums etc.
- Building Fabrications Repairs - i.e. broken shower heads, riser rails, toilet seats, handles, toilet roll holders, notice boards, etc.
- Flooring – Any flooring that needs to be replaced or cleaned, including carpets, hard flooring, vinyl etc. This is only if the flooring is not deemed to be a safety hazard i.e. trip hazard or biohazard spill.
- Decorations – Any decoration works that does not include mould treatment including bedrooms, communal kitchens/hallways and bathrooms, stairwells etc.
- Lifts – All lifts that are non-functional will be reported to the lift engineers as soon as Acis Group are notified, lift repairs will be carried out by a specialist contractor.

This is not an exhaustive list, only a guide on how repairs may be prioritised.