- Blocked flue to open fire or boiler - 1 day
- Toilet not flushing where there is no other toilet in the house - 1 day
- Significant leaks or flooding from water or heating pipes, tanks, cisterns - 1 day
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house - 1 day
- Blocked sink, bath or drain - 1 day
- Total loss of water supply* - 1 day
- Partial loss of water supply - 3 days
- Total loss of electric power* - 1 day
- Partial loss of electric power* - 3 days
- Total or partial loss of gas supply* - 1 day
- Total or partial loss of space or water heating where no alternative heating is available - 1 day
- Unsafe power or lighting socket, or electrical fitting - 1 day
- Insecure external window, door or lock - 1 day
- Unsafe access path or step - 1 day
- Loose or detached banister or handrail - 3 days
- Unsafe timber flooring or stair treads - 3 days
- Mechanical extractor fan in internal kitchen or bathroom not working - 7 days

*It should be noted that in most circumstances when you suffer from a total loss of electric power, gas or water supply it will be the responsibility of the public utility company that provides these services (Scottish Power, Scottish Gas or Scottish Water) to reinstate your supply. Unfortunately, we have no control over the response time for these companies.