

Defect Categories	Priority Response	Description & Response
Emergency Call Out	1	A defect that poses a level of risk that requires a response within 1 hour to attend the location and commence appropriate action.
Category 1	2	A defect that poses a level of risk that requires rectification by making safe within 24 hours and permanently repaired within 28 days.
Category 2H	3	A defect that poses a level of risk that requires it to be rectified within 7 days of the Project Manager's approval to proceed, by permanent repair.
Category 2M	4	A defect that poses a level of risk that requires it to be rectified within 28 days of the Project Manager's approval to proceed, by permanent repair.
Category 2L	5	<p>A defect that poses a level of risk that requires either</p> <ul style="list-style-type: none"> • rectification during the next available programme • scheduled for a more detailed inspection • review condition at next inspection, subject to the Project Manager's approval to proceed,