

Contact us:

Tel: 0115 917 7777

E-mail: housingrepairs@broxtowe.gov.uk

Website: www.broxtowe.gov.uk/repairs

Or write to us at the address below



Sign up for the latest news, events, updates and more, all direct to your inbox by subscribing to our Email Me Service at www.broxtowe.gov.uk/emailme

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www.broxtowe.gov.uk/socialmedia

This document is available in large print upon request

Other leaflets you may find helpful:

What Repairs Am I Responsible For?

When Will My Repairs Be Carried Out?

Broxtowe Borough Council - Housing Repairs
'getting it right first time'

Broxtowe Borough Council
Housing Repairs, Council Offices,
Foster Avenue, Beeston
Nottingham, NG9 1AB



**Broxtowe
Borough
COUNCIL**

How to Report A REPAIR

Repairs can be reported by telephone, email, letter, online or in person.



getting it right first time

www.broxtowe.gov.uk

How to report a repair

HOW CAN I REQUEST A REPAIR AT MY PROPERTY?

Repairs can be reported in any of the following methods:

1. By telephone: 0115 917 7777 (24 hours emergency out of hours)
2. By email housingrepairs@broxtowe.gov.uk
3. By letter Broxtowe Borough Council, Housing Repairs, Council Offices, Foster Avenue, Beeston, Nottingham NG9 1AB
4. Online: www.broxtowe.gov.uk/repairsrequest to request non-emergency repairs
5. You can also report your repairs in person at the following Council Offices

WHAT DETAILS DO WE REQUIRE WHEN YOU ARE REPORTING A REPAIR?

- Address of the property where the repair is needed.
- Name and whether you are the tenant of the property.
- Times will you be at home for a workman to call, even if the work required is outside the property.
- If you would prefer a morning, afternoon, early evening or Saturday morning appointment.
- Daytime and mobile telephone numbers.
- Specific details of the repairs you are requesting.
- Prior to reporting a repair please refer to our other leaflets or the housing repairs section of the website. If you do not have a leaflet please contact us and we will send you one or you can download them from our website.

You will then be informed of what will happen next. For example: -

- The work will be ordered straight away and a workman will visit you. For most repairs an appointment will be offered **OR**
- You will be transferred to a Technical Officer **OR**
- A member of staff will need to visit you prior to ordering the work. For most inspections an appointment will be offered **OR**
- You will be advised why the repairs you are reporting are not our responsibility, or are included on a programme of long term planned works.

REMEMBER

- An appointment system exists for most repairs.
- Providing us as much information as possible will assist us in diagnosing the repairs you are reporting and reduce the time between reporting the repairs and their completion.
- When speaking to our staff please treat them in a polite and courteous manner.

If you have had your property modernised during the last 12 months and wish to report a repair on a modernised fixture or fitting please phone 0115 917 7777. If the repair is an emergency and it occurs out of hours, please phone "Action line" on 01536 601 740 or 07760 758 788

HOW YOU CAN HELP US

When reporting a repair try and provide as much information as possible about the fault.