

Contact us:

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E-mail: housingrepairs@broxtowe.gov.uk

Website: www.broxtowe.gov.uk/repairs

Or write to us at the address below



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This document is available in large print upon request

Other leaflets you may find helpful:

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**

Planned Maintenance

Repairs that are planned in advance knowing their condition are known as "Planned Maintenance"



www.broxtowe.gov.uk

Planned Maintenance

WHAT IS PLANNED MAINTENANCE?

Many of our repairs are carried out in a responsive manner following a request for action. However, this method of completing repairs is acknowledged to be both ineffective and inefficient.

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ARE THESE REPAIRS THE SAME AS MODERNISATION WORKS?

No, the modernisation programme has been planned to ensure all of our properties achieve the "Decent Homes" standard. Once this has been achieved, a separate programme of modernisation will commence - the "Broxtowe Standard" which covers the renewal of kitchens, heating and security issues. Details of these are available on the website.

WHAT REPAIRS MAY BE INCLUDED ON A PLANNED CONTRACT?

Typical repairs that may be carried out included on this programme are:

- Gas servicing
- Electrical testing
- Rainwater gutter and pipe renewals
- Gutter cleaning
- Window replacements
- Major roof repairs
- Fascia board renewal
- Repointing brickwork
- External painting
- Fencing repairs



WHAT HAPPENS IF I REPORT A REPAIR WHICH IS ON A PLANNED MAINTENANCE PROGRAMME?

You will be advised that the repair you are reporting is included on a future planned programme and when that programme is.

If your request cannot wait until the planned programme, the repair may be carried out prior to the programme if one or more of the following apply:

- There is a Health and Safety risk
- The security of the property is affected
- The property is not wind and water tight
- The welfare of the residents is affected

If this is the case, we may not fully carry out the proposed planned maintenance works but may carry out a temporary repair until the proposed programme.