

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



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This document is available in large print upon request

Other leaflets you may find helpful:

When will my repair 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**

Repairs and

Leaseholders

Following the purchase of a flat, the responsibility for repairs and maintenance is split. Your leaseholders guide will give you full details of the leasehold agreement with the council.



www.broxtowe.gov.uk

Repairs and Leaseholders

RESPONSIBILITY FOR REPAIRS

The Council is responsible for:

- Exterior walls including windows, doors, frames and glazing
- Internal structural walls
- Foundations
- Roof, chimneys, gutters, fascias
- External fixtures and fittings
- Drainage
- Common parts

The Leaseholder is responsible for:

- Internal doors
- Water, gas and electrical apparatus
- Sanitary fittings and associated pipework / internal drainage
- Internal decoration including plastering
- Floor coverings, tiling and screeds
- Non load bearing walls
- Ceilings
- Letterboxes, handles, bells, knockers on external doors
- Internal fixtures and fittings

DO I HAVE TO PAY FOR THE REPAIRS CARRIED OUT?

Repairs carried out either at your property or within the block of properties are charged to you within your annual service charge. Service charges are calculated by dividing the total cost of providing services to a block by the number of dwellings within that block.

Typical examples of how a repairs and maintenance job is charged:

- Roof, gutters, fascias, brickwork, paving, fencing, gates, communal lighting, communal stairs etc - the repairs are divided by the number in the block.
- Windows, front door, internal fixtures and fittings, plastering etc - these repairs are the responsibility of the leaseholder.

WHAT IF I HAVE QUERIES ABOUT THE ANNUAL SERVICE CHARGE?

If you have concerns about your annual charge, please put these in writing so we can investigate your queries. Upon receipt of your letter, recovery proceedings for the invoice will be put on hold until your queries have been resolved.

WHAT IF I WISH TO REPORT A REPAIR?

Repairs can be reported by any of the following means:

1. Telephone 0115 917 7777
2. Email housingrepairs@broxtowe.gov.uk
3. Non-emergency repairs online - www.broxtowe.gov.uk/repairsrequest
4. Letter to the Housing Repairs Department at the address overleaf

CONSULTATIONS

If we propose to carry out repairs to your block which are likely to exceed £250.00 per property we will consult you first.

We will also consult you regarding the completion of modernisations and improvements at adjoining tenanted flats.

We do not, however, have to consult you regarding an emergency situation or minor repair which will cost less than £250.00.