

## Contact us:

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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:

How To Report A Repair

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**

# Right to Repair

Under the Right to Repair Scheme the Council is required to carry out certain repairs within a set time period.



*getting it right first time*

[www.broxtowe.gov.uk](http://www.broxtowe.gov.uk)

# Right to Repair

Under the Right to Repair Scheme the Council is required to carry out certain repairs within a set time period. The type of repairs and the set time period for each are as follows:-

REPAIR	WORKING DAYS TO COMPLETE THE WORK
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 31st October and 1st May	1
Total or partial loss of space or water heating between 30th April and 1st November	3
Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the property)	1
Toilet not flushing (where there is no other working toilet in the property)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working.	7

If any of these repairs are not completed within the set time you can require the Council to instruct another contractor to carry out the work. If the second contractor fails to complete on time the Council must pay you £10 compensation plus additional £2 per each day's delay in completing the repair, subject to a maximum of £50.

The Council will acknowledge receipt of a request for any or the above repairs.