

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 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**

What repairs am I Responsible FOR?

This leaflet will explain what repairs you are responsible for at your property



www.broxtowe.gov.uk

The Council are responsible for the majority of repairs within your home. However, you are responsible for the following repairs:

- Repair, renew/replace any fittings, extensions or alterations which you have installed or carried out
- Decorate the inside of your home including making good minor plaster cracks
- Put right any deliberate damage. If the damage is caused by an unknown third party, you will need to report the damage to the police and obtain a crime number
- Ease doors over carpets
- Re-secure loose handles to external doors.
- Repair or replace damaged or missing handles from internal doors
- Replace lost keys and change locks if necessary
- Bleed air from radiators
- Reset central heating time clocks, thermostats etc
- Replace radiator valve caps
- Carry out draught proofing
- Replace light bulbs, fluorescent tubes and their starters
- Repair or replace broken/missing plugs, chains
- Re-set fuses when blown
- Re-light pilot lights on boilers/fires. Reset combination boilers
- Blocked waste pipes, if blockage is caused by food waste or due to tenants actions.
- TV aerials from the aerial to the co-axial box (not communal aerials)

Please note that if you are elderly or disabled, the above procedures may be relaxed.

I UNDERSTAND THAT I AM RESPONSIBLE FOR CERTAIN REPAIRS. IF I AM UNABLE TO GET THEM REPAIRED, WILL YOU REPAIR THEM FOR ME?

We will carry out any of the above repairs but you will be asked to sign a standard sundry debt form first confirming that you accept you are responsible and will pay for the repairs once completed.

WHAT IF I CANNOT AFFORD TO PAY FOR THE REPAIRS?

You will be sent an invoice, usually within 4 weeks of the works being completed. If you cannot afford to pay the invoice, please contact the Finance Department on 0115 9177777 who will be happy to discuss different payment methods with you.

OUR REPAIRING OBLIGATION

The Council is responsible for repairing and maintaining the following:

- Structure / exterior of your home (including drains, gutters)
- Space and water heating equipment, if they have been installed by the Council
- Installations for the supply of gas, electricity, water and for sanitation
- Common areas
- Plastering
- Kitchens and Bathrooms
- External decoration

Repairs to the above items will be carried out in accordance with our standard priorities at no cost to you. If, however, the works are necessary due to an act of vandalism or neglect by you or another person in your home, you will be seen to be responsible and will be sent a bill.

REMEMBER

- If you smell gas **PHONE: 0800 111 999**
- **Do not** smoke or strike matches
- **Do not** turn electrical switches on or off
- **Do** put out naked flames
- Open doors and windows
- Keep people away from the affected area
- Turn off the meter at the control valve

Help us to protect you and your family by providing us access to service and maintain your gas appliances