

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

Other leaflets you may find helpful:

Emergency Out Of Hours Repairs

What Repairs Am I Responsible For

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**

When will my Repairs BE CARRIED OUT?

To ensure that we comply with statutory Right to Repair Legislation and work in an effective and efficient manner, all repair requests are given a specific priority for completion.

- Priority A** 1 working day, Emergencies and Right to Repair jobs
- Priority B** 3 working days, Urgent repairs
- Priority C** 7 Working days, Non urgent repairs
- Priority D** 40 working days, Non urgent repairs to be batched for completion
- Priority E** 249 working days, Planned Maintenance

getting it right first time

www.broxtowe.gov.uk

When will the repairs actually be carried out?

We aim to provide a service around the hours to suit you. Our normal hours of service are:

- Monday to Friday 8.30am - 5.00pm,

Emergency repairs will be carried out outside of these hours.

WILL I BE OFFERED AN APPOINTMENT WHEN I REQUEST A REPAIR?

Yes, we aim to provide a flexible service around you.

Appointments are available for inspections and for actual repairs.

WHAT IF I AM NOT IN WHEN THE WORKMAN VISITS ME?

If you are not in when our operative visits you, the following will happen:

- The operative will leave you a card advising when they attended asking you to contact Housing Repairs to rearrange the appointment.
- If we do not hear from you within 7 working days of the card being left, we will send you a letter asking if you still want the repairs completing.
- If we still do not hear from you within a further 7 days, the repairs you requested will be cancelled.
- If you still want the works carrying out, you will then have to contact us to arrange a new appointment.

WE VALUE YOUR OPINIONS

When we arrange a repair with you, we will send you notification of the repairs ordered and the appointment date. We will also send you a questionnaire, which can be completed and returned within the pre-paid envelope provided.

These questionnaires are used to monitor service delivery and identify areas where we are not providing the service that you require. We will sometimes undertake more detailed telephone surveys. Again, we value your feedback.

HOW CAN YOU HELP US TO HELP YOU?

1. When requesting a repair, provide us with access times when you will be available. If you then realise that you are not going to be in, please contact us and rearrange the appointment.
2. Provide us with comprehensive information about the repairs you are reporting. This will enable a correct diagnosis of your request and will ultimately result in the repairs getting completed more efficiently and with less inconvenience to you.
3. Give us your landline and mobile telephone numbers so we can contact you when required.
4. Understand that all repairs are arranged in accordance with their perceived urgency. We cannot complete all repairs the following day.
5. Treat the person dealing with your repair request how you expect them to treat you. Abusive callers will not be tolerated.
6. If you are not happy with a repair in progress or a completed repair, please make us aware. We value your opinion and can only improve our service delivery with your involvement.
7. Prior to requesting a repair, refer to the "How you can help us" handbook or "What Repairs am I Responsible for" leaflet to see if the repair is your responsibility or how you can diagnose what is causing the problems you are encountering.

REPAIRS AND MAINTENANCE FOR THE VULNERABLE AND ELDERLY

If you are considered to be at risk, elderly or vulnerable, we may give your repair request a more urgent priority than usual. Please make us aware of any specific reasons why your request should be given a more urgent priority to enable us to effectively plan our workload.