

# Repair issues in your home

Easy read booklet



What disrepair is and what to do if  
your house needs repairs

Housing Landlord Services



# In this booklet we will explain

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# What is disrepair?



**Disrepair** means that your house, flat or bungalow is damaged or that something in the house needs to be fixed.



It can include things like **leaks, no electricity or no hot water.**



It can also include damp and mould.

# Repairs the Council must fix

The Council must repair big issues like:



**Electrical repairs** like repairs to electrical wires, sockets and switches.



**Plumbing repairs** such as a leaking toilet or pipe.



Repairs to the **heating or boiler**, for example if you have no hot water.



**Structural repairs** like repairs to the roof, windows, walls, doors, chimney or stairs.

# Repairs you must do



There are some repairs you must do yourself.

You must fix smaller issues like:



Change **light bulbs**.



Change the **batteries in your smoke alarm**.

# Repairs you must do



**Open windows** to prevent damp and mould.



Keep your house clean and tidy.



Keep your garden tidy, if you have one.

# How to report a repair



**Phone the Council on 01775 761161** Monday – Friday, 9am - 5pm.

**If it is an emergency at night or the weekend,** phone 01522 782235.



**Please tell us if the repair is an emergency,** for example you have no electricity. We will come to you on the same day.



We will book an **appointment** for you.

# What happens after you report a repair?



You can ask your friend or a support worker to be with you when someone comes to your home.



You must let the Council or contractor into your house to do repairs.



**We need your permission** to enter your house.



# For more information



If you have any more questions, please ask your Housing officer when they visit or phone them on 01775 761161.



Call us to tell us about a repair on 01775 761161.



You can make a complaint or tell us what we have done well. Phone 01775 761161 or visit [www.sholland.gov.uk/Housing-Feedback](http://www.sholland.gov.uk/Housing-Feedback)



Write to us at SHDC Council Offices, Priory Road, Spalding PE11 2XE.

Visit our website at [www.sholland.gov.uk/yourhome](http://www.sholland.gov.uk/yourhome) email [info@sholland.gov.uk](mailto:info@sholland.gov.uk)