

Right to Repair

The right to repair scheme is for council tenants. It makes sure that repairs that might affect your health, safety or security are completed quickly and easily. [By law](#) we must complete these within a certain time.

Type of repair	How long will it take	REVISED TIMES
Blocked flue to open fire or boiler	1 working day	1 working day
Blocked or leaking foul drain, soil stack or – where there is no other working toilet in the property – toilet pan	1 working day	1 working day
Blocked sink, bath or basin	3 working days	1 working day
Door entry phone not working	7 working days	5 Working days
Insecure external window, door or lock	1 working day	1 Working day
Leaking from water or heating pipe, tank or cistern	1 working day	1 Working day
Leaking roof	7 working days	5 Working days
Loose or detached bannister or hand rail	3 working days	1 Working day
Mechanical extractor fan in internal kitchen or bathroom not working	7 working days	5 Working days
Partial loss of electric power	3 working days	1 Working Day
Partial loss of water supply	3 working days	1 Working day

APPENDIX B

Type of repair	How long will it take	REVISED TIMES
Rotten timber flooring or stair tread	3 working days	1 working day
Tap which cannot be turned	3 working days	1 Working day
Toilet not flushing, where there is no other working toilet in the property	1 working day	1 Working day
Total loss of electric power	1 working day	1 Working day
Total loss of water supply	1 working day	1 Working day
Total or partial loss of gas supply	1 working day	1 Working day
Total or partial loss of space or water heating between 30 April and 1 November	3 working days	3 Working days
Total or partial loss of space or water heating between 31 October and 1 May	1 working day	1 Working day
Unsafe power or lighting socket, or electrical fitting	1 working day	1 Working day

Further information regarding Right to Repair can be found via the following link:

<https://www.thurrock.gov.uk/housing-repairs-and-maintenance/right-to-repairs>

Should the resident have any further queries regarding this, the resident should in the first instance be advised that further information can be found on the Council's website, as per the link above. Alternatively, if the resident still wishes to speak with someone further to discuss this, the call can be referred to Thurrock.