

About this guide

This guide will help you describe clearly any repair problems in your home that we, your landlord, are responsible for carrying out. By giving as much information as you can, you can help them decide who is the best person to carry out the repair, what equipment and parts they need to bring, and how quickly they need to get to you.

Before you contact us

- Look on the page opposite under the heading **Describing your repair** and decide which section relates to your repair problem.
- Go to that section and see what we need to know. You will see pictures of the main items you may need to talk about and questions you may need to answer. These will help you name the parts or describe the repair problem correctly.
- Make a note of the details and then have the book with you when you talk to us.

Who to contact about your repair

During office hours.....

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Outside office hours (emergencies only).....

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Emergencies - what to do

Gas (smell, leak or fumes)

- Call the Gas Emergency Service immediately on **0800 111999**. Use a phone outside your home (even using a mobile inside could spark an explosion).
- Turn off the gas and open windows. Turn the handle at the meter to the flat (horizontal) position.
- Don't smoke or switch anything electrical on or off until the problem is fixed.

Smoke, fumes or your smoke detector alarm sounds

- If you can smell or see smoke, call **999** or **112** immediately.
- If there is no sign of smoke or fire, check whether the alarm has been set off by something else.

Electricity (fittings or appliances sparking, flickering, giving off shocks or no electricity at all)

- Turn the mains switch on the consumer unit (fuse box) to OFF.
- If you have a power cut, call the emergency number given in your phone book.
Write it down here

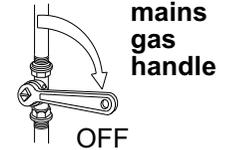
Water (burst pipe, flooding or no water at all)

- To stop flooding, turn the mains stoptap to the right (clockwise ↻) or press the surestop switch (if there is one).
- If you need to shut off the supply of water to a fitting, such as a toilet or basin, you can use the isolation valve on the pipe leading to it (if there is one fitted).
- If you have no water supply at all coming into the property, phone your local water company. You will find the number in the phone book or on your latest water bill.
Write it down here

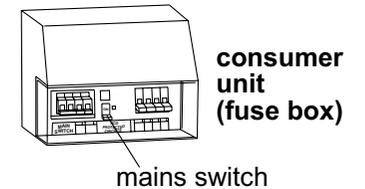
Where is it in your home?

It is a good idea to fill in the boxes below to show where these items are in your home. This information could be very important if there is a problem in your home, particularly if it is an emergency.

Gas meter



Consumer unit (fuse box)



Mains water stoptap or surestop switch



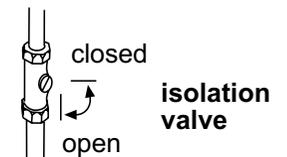
Isolation valves

1

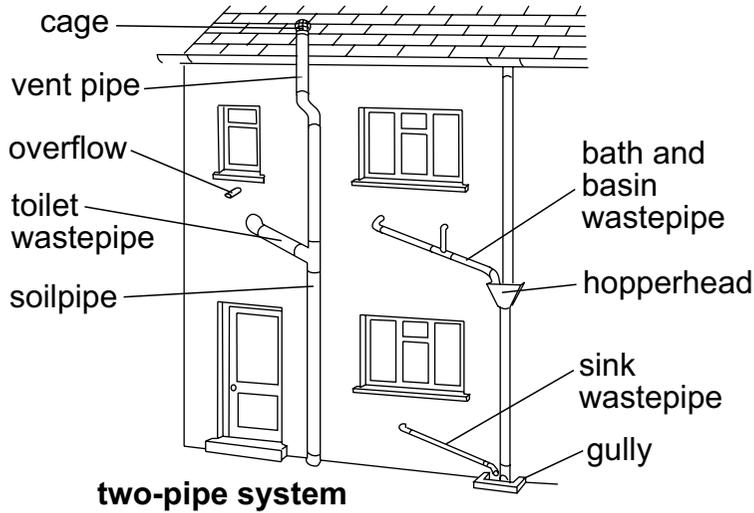
2

3

4



Drains and wastes



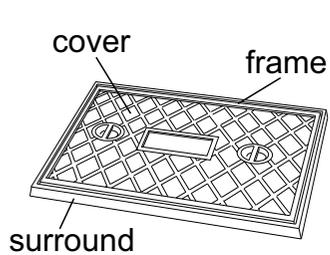
'S' trap



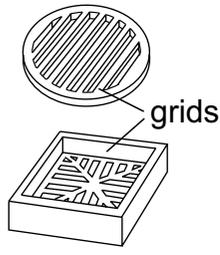
**combination trap
(for washing machine)**



bottle trap



inspection chamber



gully grids



back inlet gully

What we need to know

Wastepipes

- What is the problem: wastepipe leaking or smelling; water not flowing away; seal broken or loose?
- Which fitting is the waste coming from: bath, basin, sink, shower or toilet?
- If it is blocked, are any other fittings blocked too (bath, basin, sink, shower or toilet)? This is often called 'backing up'.
- If it is leaking, where is the leak showing?

Advice: If a wastepipe is leaking, do not use it until it is fixed, or put a bowl or bucket under it to catch the water that leaks.

Soilpipes

- What is the problem: soilpipe leaking, damaged or blocked; waste backing up into the toilet?
- What is it made of: plastic or cast iron?
- Where is it? How easy is it to get access to it?

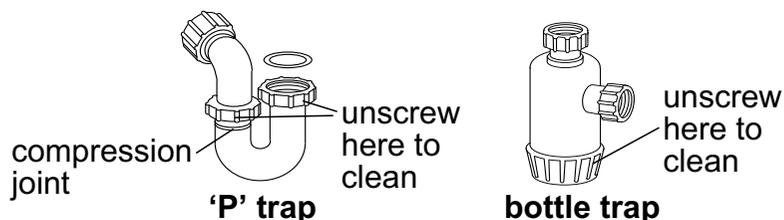
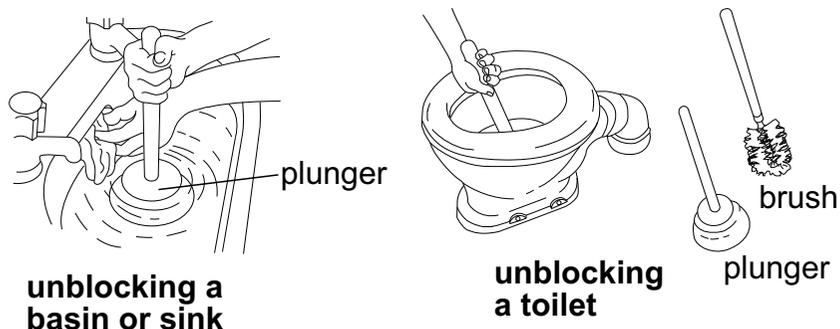
Main drains

- What is the problem: drain smelling or overflowing; inspection chamber (manhole) cover loose, damaged or missing?
- Where is the inspection chamber (manhole): in the garden, on a path, on the pavement or in the road?

Gullies

- What is the problem: gully blocked, grid loose or missing, surround damaged or missing?
- Where is the gully: beside the house, on a path or driveway, or in the road?
- What shape is the grid: round or square?
- What is the grid made of: metal or plastic?
- Is the surround in which it sits made of metal or concrete?

Blockages: How to unblock a bath, basin, shower, sink or toilet



General advice

- The trap always holds some water which stops air or foul smells coming up the drain.
- Blockages in basins, sinks or showers are usually caused by the build-up of waste in the trap: cooking oil, fat, tea leaves, hair and so on. To stop this happening, you should flush wastepipes and traps with hot water regularly and at least once a month use a clearing product to clear them. (**Do not** use caustic soda as it destroys modern plastic fittings.)
- If more than one fitting (bath, basin, sink or shower) is blocked, the blockage may be in the soil stack or main drain. This will need to be cleared by a contractor. Contact us.
- Blocked toilets are usually caused by unusual objects: nappies, toys or toilet fresheners. You must not use toilets to get rid of rubbish.

You need:

- bowl or bucket
- jug, cup or mug
- wet cloth
- plunger - for the toilet you can use a toilet brush
- rubber gloves.

To unblock a bath, basin or sink:

- scoop out most of the water
- hold the cloth tightly over the overflow opening
- place the plunger over the plug hole and pump it up and down quickly.

To unblock a toilet:

- if the pan is already full, take out some of the water using some form of scoop (for example a jug, cup or mug) and put this into a bucket
- push the brush or plunger to the bottom of the pan
- pump it up and down quickly about 10 times. This should shift the blockage
- flush the toilet to see whether the blockage has gone
- you may need to repeat this process several times before the toilet flushes normally. If there is no improvement, you should contact us.

When you have finished, thoroughly wash your hands and everything you have used.