



# A Guide to Repairs

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### How to use the diagnostic pages

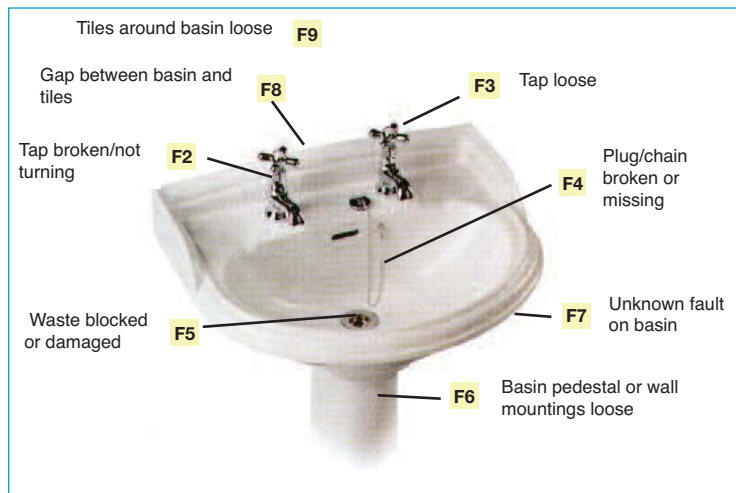
To improve our service to you, we have introduced a new repairs computer system to help staff dealing with your repair problems to identify what work needs to be carried out.

This section of your handbook uses the same diagnostic diagrams which are being used by our staff together with some useful hints and tips. Each diagram has a number of problems identified and a “button” with the letter “F” followed by a number. Where the “button” has a different colour (it is either light yellow or light orange) please tell us which colour it is.

If you have a problem which corresponds to one of those shown, you simply need to tell us which diagram you are looking at and what the letter/number combination is. This will allow our staff to go directly to the problem on the computer system and accurately order the work without delay and minimising the length of time you need to remain on the phone.

Some of the pages contain a description of a problem rather than a picture (because it is more sensible to do this) but the principle is the same, simply tell us which page you are looking at and the letter/number of the problem.

## Washbasins



### Remember:

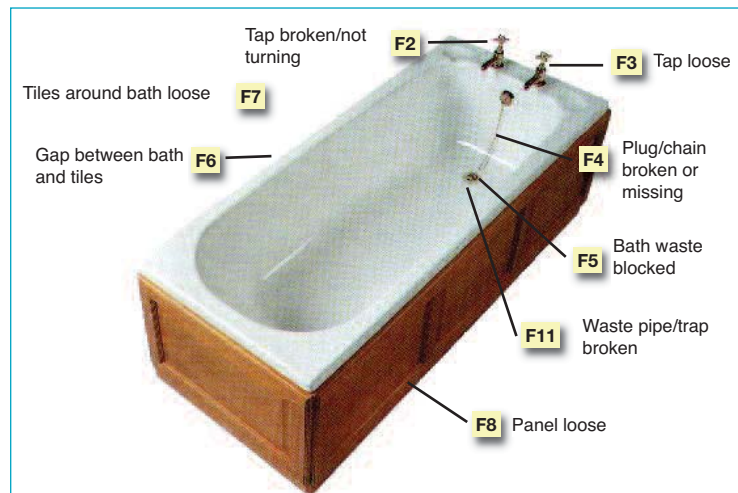
- If a tap is running constantly, turn off the water at the stopcock or isolate using the isolator valve if fitted;
- If the basin is loose, do not use it until it is fixed as it could fall and injure someone as well as causing a severe leak;
- Use a container of some sort under a leaking waste pipe to avoid damage to the floor;
- Do not try to force a tap on, you could break it off and have a major leak.

### Please tell us:

- If it is loose, is it on a pedestal or brackets?

**Be sure you know where your main stopcock is located!**

## Baths



### Remember:

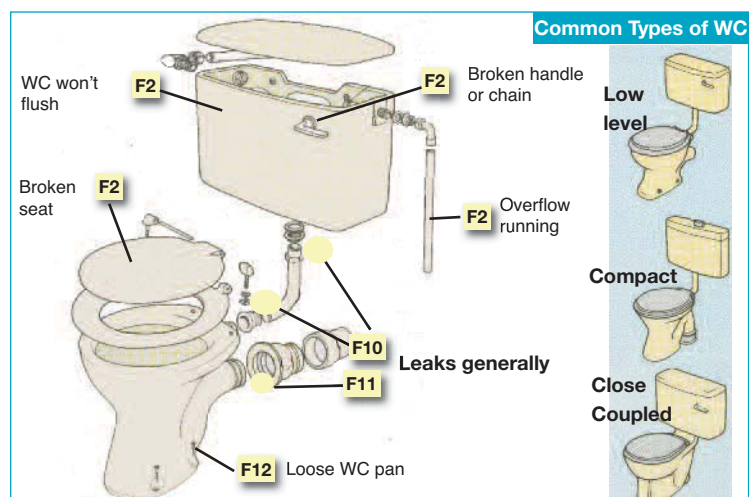
- If a tap is running constantly, turn off the water at the stopcock or isolate using the isolator valve if fitted;
- If water is near electrics, do not touch. Turn electricity off at consumer unit main switch;
- Use a container of some sort under a leaking waste pipe if possible to avoid damage to the floor;
- Do not try to force a tap on, you could break it off and have a major leak.

### Please tell us:

- What is the bath made of (metal/plastic)?

**Be sure you know where your main stopcock is located!**

## Toilets



### Please tell us:

- Where is the leak? (pan, cistern, overflow, supply, flush or waste pipe or pipe joint);
- If leak is from cistern, is it a high or low level cistern?
- Is the affected part loose, cracked or broken?
- Is it your only WC?
- What is the cistern made of (plastic/china)?

**Be sure you know where your main stopcock is located!**

## Water Services

<b>F2</b>	Shower taps faulty	<b>F3</b>	Shower hose or spray head faulty
<b>F4</b>	Showerhead defective	<b>F5</b>	Isolating valve broken
<b>F6</b>	Stop cock leaking or broken	<b>F7</b>	Pipe leaking or burst
<b>F8</b>	Water cylinder leaking	<b>F9</b>	Shower tray or seal leaking
<b>F10</b>	Cold water tank problem		



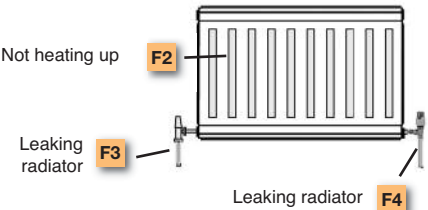
### Please tell us:

- Where the problem is located;
- What type of shower is it (electric/mains/mixer tap/walk in)?

### Remember:

- If it is your own shower it is your responsibility.

## Heating

Other Heating Problems	Timer Control	Thermostatic Valve
<p><b>F2</b> Boiler problem</p> <p><b>F3</b> Storage heater not working</p> <p><b>F4</b> Gas radiator damaged</p> <p><b>F5</b> Water not heating up</p> <p><b>F6</b> Gas fire loose</p> <p><b>F7</b> Parkray glasses broken</p>	<p>Needs resetting <b>F8</b></p> 	<p><b>F6</b> Faulty</p> 
<p style="text-align: center;"><b>Radiator Panel</b></p>  <p>Not heating up <b>F2</b></p> <p>Leaking radiator <b>F3</b></p> <p>Leaking radiator <b>F4</b></p>		

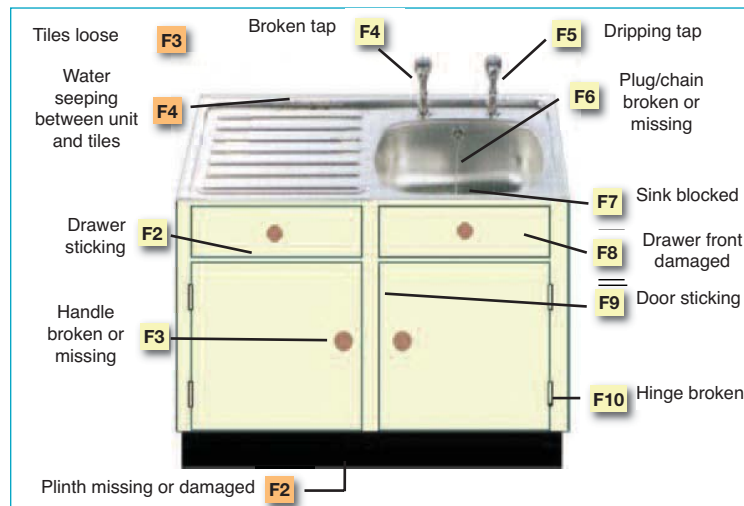
### Remember:

- Please check your timer unit to make sure it is working properly;
- Have you checked that the boiler is turned on?

### Please tell us:

- What type of boiler do you have (solid fuel – back of fire, gas – behind fire, gas wall or floor mounted);
- If the radiator is not heating up at all or just cold in part.

## Kitchen Sinks



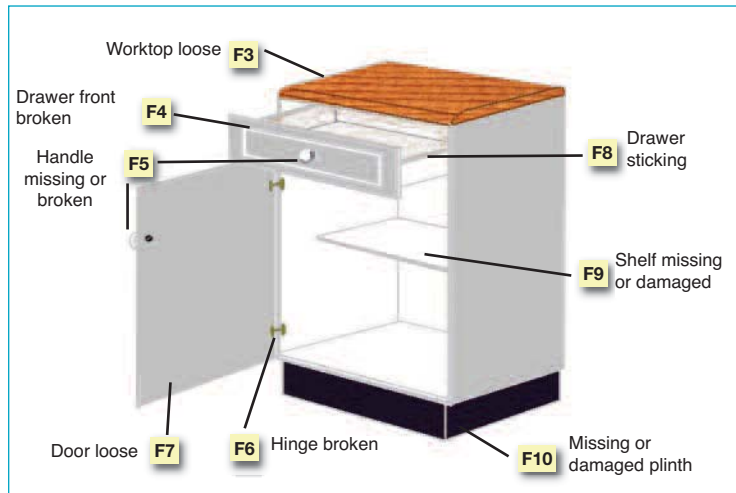
### Please tell us:

- Are any other outlets blocked?
- What colour are the tiles?
- Are the tiles broken or just loose?
- What type of taps are they?
- Is there any danger of flooding?

### Remember:

- Do not use the sink whilst it is blocked;
- You may be able to unblock a sink yourself by pouring hot water from a kettle into the sink;
- If you have a plunger and are able to use it, this may unblock the sink;
- Do not try to force a stiff tap, you may cause further damage.

## Kitchen Base Units



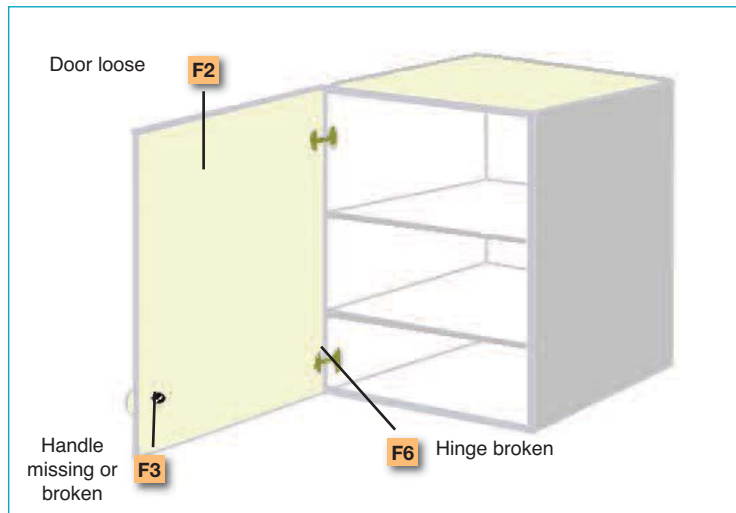
### Please tell us:

- Which unit is affected (corner unit, base unit, tall larder unit)?
- What colour are the units?
- What is the handle made of (plastic, metal)?
- What colour/style (marble effect, wood effect) is the worktop?

### Remember:

- If possible do not use broken cupboards or drawers until they are fixed;
- Warn any visitors to your home of the problem to avoid the possibility of accidents.

## Kitchen Wall Units



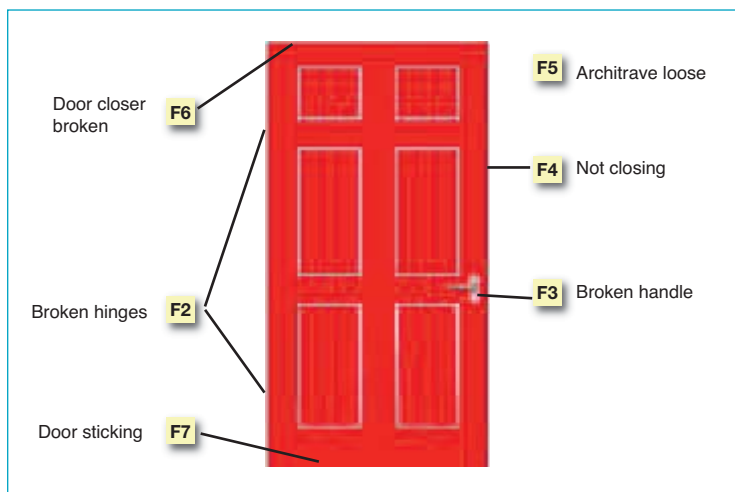
### Please tell us:

- Which unit is affected (corner unit, wall unit)?
- What colour are the units?
- What is the handle made of (plastic, metal)?

### Remember:

- If possible do not use broken cupboards or drawers until they are fixed;
- Warn any visitors to your home of the problem to avoid the possibility of accidents.

## Internal Doors



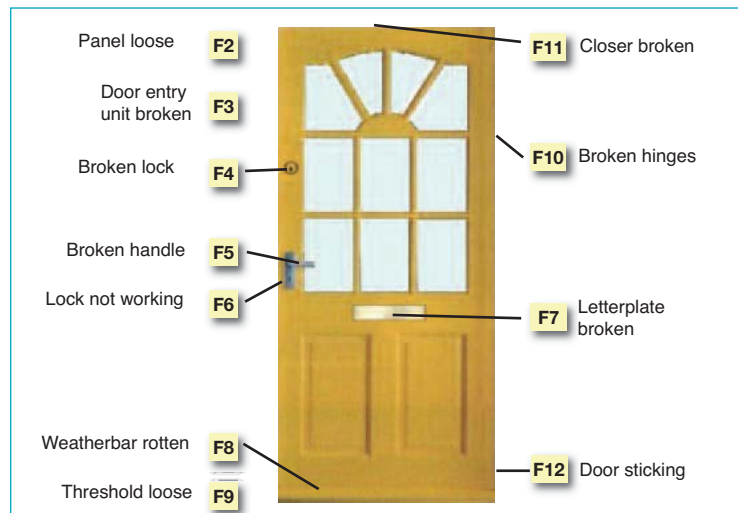
### Please tell us:

- How did the damage occur?
- If you have recently had new carpets fitted.
- If the door has any glass in it?
- If the door is lockable?
- Which room is it in?

### Remember:

- If hinges are loose/broken, leave the door in the open position until repaired;
- Warn any visitors to your home of the problem to avoid the possibility of accidents.

## External Doors



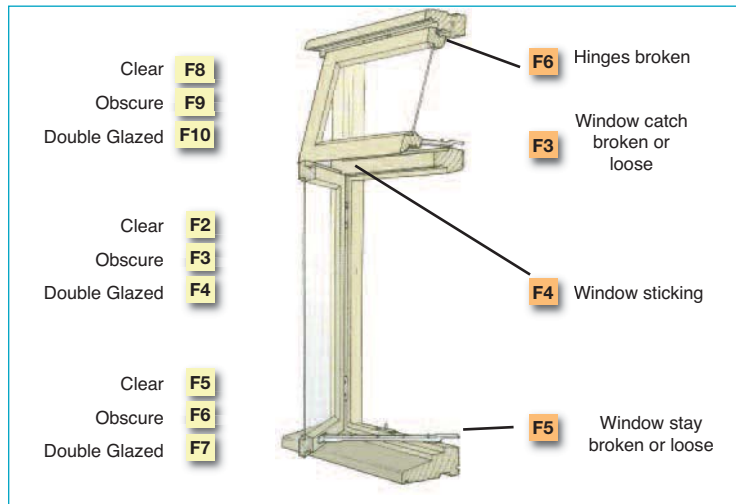
### Please tell us:

- Is it the front door or the back door?
- What is it made of (wood/PVCu)?
- Does it have any glass in it?
- If water is coming through the bottom of the door?
- If a broken lock, can the door be secured (e.g. with a bolt)?

### Remember:

- If a lock is damaged try to keep the door closed and bolted;
- If the door is sticking, do not force it – avoid using it if possible.

## Windows



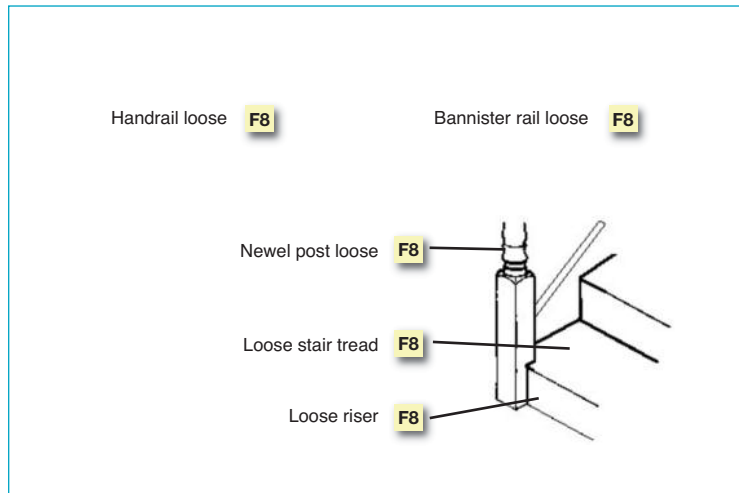
### Please tell us:

- What is the window made of (timber/PVCu/metal)?
- What are the catches made of (plastic/metal)?
- Where the window is (front/back/side, upstairs or downstairs)?

### Remember:

- If the window cannot be closed, make sure that no one can accidentally fall through it by taping it up;
- Warn any visitors to your home of the problem to avoid the possibility of accidents;
- You may be recharged for broken glass.

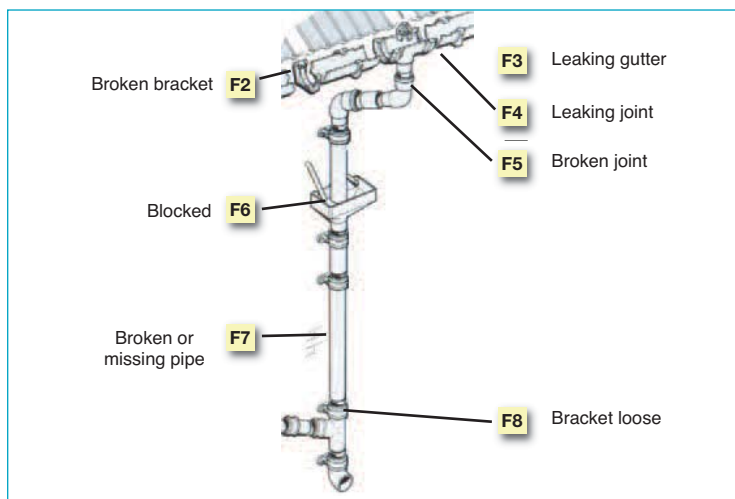
## Stairs



### Remember:

- Stairs do often creak when walked upon, this does not necessarily mean that there is a problem;
- Advise any visitors to your home of a loose handrail or bannister rail to avoid the possibility of accidents.

## Guttering



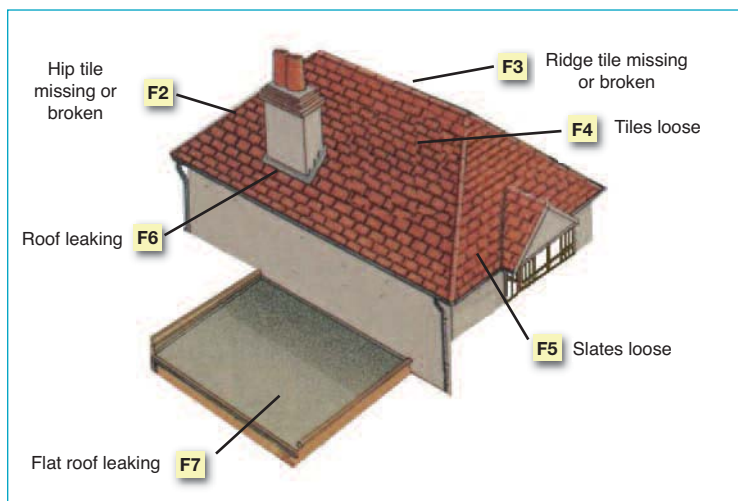
### Please tell us:

- What is the guttering made of (metal/plastic)?
- Is it round or square?
- Which side of the property is it on (front/back/side)?
- If leaking, is it over a doorway?
- Do we need to make an appointment for access or can we get in if you are not there?

### Remember:

- If you fail to report a guttering problem, this could result in water penetrating the wall and causing internal damage.

## Roofing



### Please tell us:

- Where is the problem (front, back or side of the roof)?
- If there is a danger of anything falling off the roof;
- If there is any water coming through the roof.


### Remember:


- If you fail to report a slipped tile/slate or missing tiles/slates, this could result in water getting into the roofspace and causing further damage.


## Lighting


### Other Lighting Problems

- F2** No lights upstairs
- F3** No lights downstairs
- F4** Bare wires showing - light
- F5** Pull switch broken
- F6** Pull cord broken



Broken **F8** 

Broken **F9** 

Faulty **F10** 

Loose **F11** 

### Fluorescent light problems

- F2** Fitting broken 
- F3** Not lighting up
- F4** Tube broken 
- F5** Cover missing





### Please tell us:

- If there has been any water on the electrics;
- If you have checked for a tripped switch or blown fuse;
- Which room the problem is in;
- If the damage was caused by you;
- If it is your own fitting.

### Remember:

- If a fitting is smoking, turn off ALL electricity at the main switch and DO NOT touch the fitting;
- Warn any visitors to your home of the problem to avoid the possibility of accidents;
- Check your fuse box first for a tripped switch or blown fuse;
- If all power is off, check if your neighbours are affected.

## Power

Other Power Problems	
<b>F2</b> No power to downstairs	Fused switch broken or loose <b>F8</b> 
<b>F3</b> No power to upstairs	Single socket broken or loose <b>F9</b> 
<b>F4</b> Bare wires showing - socket	Double socket broken or loose <b>F10</b> 
<b>F5</b> Socket damaged - G/F	Cooker Control panel not working or loose <b>F11</b> 
<b>F6</b> Socket damaged - F/F	
<b>F7</b> Fuses keep blowing	

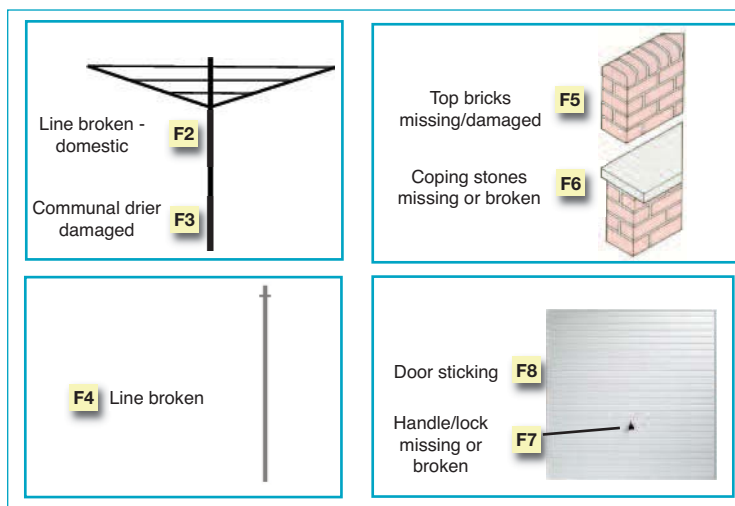
### Please tell us:

- If there has been any water on the electrics;
- If you have checked for a tripped switch or blown fuse;
- Which room the problem is in;
- If the damage was caused by you;
- If it is your own fitting.

### Remember:

- If a fitting is smoking, turn off ALL electricity at the main switch and DO NOT touch the fitting;
- Warn any visitors to your home of the problem to avoid the possibility of accidents;
- Check your fuse box first for a tripped switch or blown fuse;
- If all power is off, check if your neighbours are affected.

## External Items



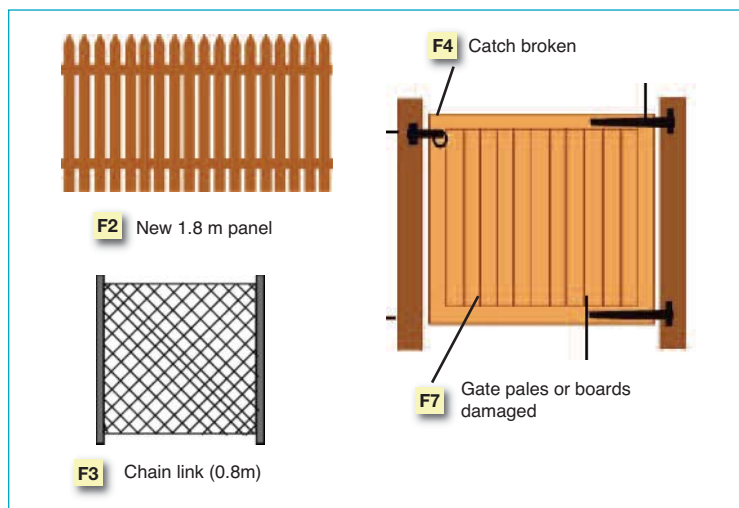
### Please tell us:

- If the garage door is made of timber or metal;
- If you can secure the garage door temporarily (e.g. with a padlock);
- If a wall is damaged, does it present a danger to the public (i.e. is there a danger of bricks falling)?

### Remember:

- **DO NOT** try to make loose brickwork safe yourself - you may suffer an accident;
- Do not leave anything of value in a garage which cannot be secured - you will be unlikely to be covered by insurance?
- Warn any visitors to your home of the problem to avoid the possibility of accidents.

## Fencing and Gates



### Please tell us:

- If there is a security issue;
- If the loose gate presents a danger to others;
- Is it a low gate or high gate?

### Remember:

- If fencing is damaged, it is still your responsibility to ensure that any pets you may have are kept under control and do not escape;
- To avoid accidents, if a gate is hanging loose, try to wedge it in either an open or closed position;
- Boundary fencing adjoining a path or road will be 1.8 metre close boarded or panel fencing;
- Property to property boundary fencing will usually be replaced with like for like fencing which is normally 0.8 metre chain link fencing.

## Drains



### Please tell us:

- If the inspection cover is in a public area;
- If any other properties are affected by flooding;
- What the cover is made of (metal/plastic)?
- If you can cover any hole temporarily with a board?

### Remember:

- If a blockage has been caused as a result of something you have done, you may be recharged the cost of unblocking;
- Keep away from any damaged or missing inspection covers;
- Advise visitors of the problem to avoid the possibility of accidents;
- Storm drains take away rainwater, inspection covers are access points to drainage systems.

## Fires and Water Heating

Solid Fuel Fires	Gas & Electric Fires
<b>F2</b> Parkray Glass broken	<b>F6</b> Not lighting
<b>F3</b> New grate needed	<b>F7</b> Switch broken - gas
<b>F4</b> Damaged fire bricks	<b>F8</b> Element damaged
<b>F5</b> Damaged hearth tiles	<b>F9</b> Switch broken - electric

Water Heating	
<b>F2</b> Thermostat broken	<b>F5</b> Immersion not working
<b>F3</b> HW tank leaking	<b>F6</b> Hot water control broken
<b>F4</b> No hot water	

### Please tell us:

- If there is no hot water, is the heating system working?
- If a gas fire won't light, is the gas supply turned on?
- If the immersion isn't working, have you checked the fusebox?
- If the damage was caused by you;
- If it is your own fitting.

### Remember:

- Check that your gas main switch has not been turned off;
- Warn any visitors to your home of the problem to avoid the possibility of accidents.
- Check your fuse box first for a tripped switch or blown fuse.

## Floors, Walls and Ceilings

**F2** Skirting board loose

**F3** Ceiling plaster cracked

**F4** Wall plaster cracked

**F5** Floor boards or floor panel(s) loose

**F6** Loose floor tiles

### Please tell us:

- If the crack is large (over 3mm);
- If there is a danger of anyone tripping up over a loose floor tile or floorboard.

### Remember:

- Plaster can crack due to natural shrinkage and is not necessarily a problem;
- You are expected to fill minor plaster cracks yourself;
- Warn any visitors to your home of the loose floor tiles/floorboards to avoid the possibility of accidents.