

## **Maintenance Self Help Guide**

**Here are some common maintenance issues that you can resolve yourself without the need to call out a professional –**

### **Power Cut/No electricity**

- Have a look outside at streetlights and neighbours houses to make sure there isn't a local power cut.
- If it's not a power cut, it's likely that one of the breaker switches in your fuse box has clicked off. This is usually caused by something plugged in like a kettle or hairdryer.
- If you switch the main breaker switch back on it will stay on if it is safe. If it clicks off there is still a problem. You can follow these steps to identify the cause:
- Switch off all the breakers and then switch on the main breaker switch (it should stay on).
- Switch on the first breaker switch – If that breaker and the main switch stay on, the problem is not on that circuit.
- Repeat this for each of the other breakers, until you find the breaker which trips the switch.
- If the breaker is for a plug socket circuit turn off and unplug everything on that circuit to check whether the breaker still trips.
- If it doesn't – plug in and switch on each item, one at a time. If it trips when an item is plugged in then that is the item causing the problem.

**Let us know if it is something plugged in which belongs to your Landlord and we can arrange to get it fixed. If the breaker is tripping with nothing plugged in or is not for a plug socket circuit we will need to get an electrician to have a look at this so please contact us.**

### **The Heating is not working**

- Does the boiler make a noise like it is running? If so check the radiators to make sure they are all switched on.
- Turn the thermostat up to full to see if that makes the boiler kick in.
- Follow the user guide to reset the boiler and if there is an error code use the guide to check what this means. You can also simply turn the boiler off and on again.
- If you use gas make sure it is on, and if you have oil make sure the tank is not empty.

### **The Radiators are not heating up but the boiler is on**

**The likelihood is that the radiators need bleeding – you will need a radiator key to carry this out and you can purchase one for about 70p from any Supermarket, DIY shop or Hardware shop. Or for some radiators, a flat head screw driver.**

- First turn on your heating and heat up your radiators- pressure needs to build up to force the air to the top of the radiators.
- Then turn the heating off so that you don't burn yourself.
- Touch each radiator to see if there are any cold spots especially at the top of the radiators. If there are, this means that the radiators need bleeding.
- The radiator valve is found at the top of each radiator.
- Grab two cloths, use one to turn the key and one to catch any drips from the radiator.
- Turn the key – if air comes out and it makes a hissing sound, keep the valve open until all of the air is out and liquid starts to come out.
- Quickly close the valve.
- Repeat for all of the radiators that are affected.
- Switch the heating back on again to make sure that it is working.
- The pressure will now be lower so you may need to top up the boiler – you can do this using the taps on your boiler.
- You can also find instruction videos on youtube on how to bleed radiators

### **There is no hot water**

Check the switches on the boiler to make sure that it is switched on. You may need to reset it using the instructions on the user guide. If it is showing an error code – follow the instructions in the user guide corresponding to the error code.

If there is an immersion heater in the tank, this can be used to heat water until the boiler is fixed.

If you have an immersion heater only, make sure that it's switched on and there is power.

### **There is no water supply**

Contact Seven Trent Water on – 0800 783 4444

### **Your front or back door is insecure**

Try to contact us or your landlord before you call out a locksmith. We can arrange for this to be secured for you. If you have had a break in, contact the police as soon as possible and contact your insurance company.

### **The drains are blocked**

It may be that the drains are blocked by something that has been flushed that shouldn't be, such as nappies or wipes, or by fat being poured down the sink. Try to clear the blockage yourself because if we have to arrange for the drain to be cleared, you are likely to be recharged if the blockage was caused by something that you have put down the drain.

We recommend that you don't put "flushable" wipes down the drain as these often don't break down and can block the drain.

We recommend that you try to unblock the drain using chemicals that you can buy from a hardware store or use hot water and bleach which can also work well.

### **The Electric Oven is not working**

Check it is switched on at the wall. If it is switched on, and still isn't working, make sure that the timer is not set. You can also check online for your model of oven to see if there is any guidance there.

### **Smoke Alarm is continuously beeping**

It's likely that the batteries need replacing. Replace these and if it's still happening, contact us.

### **Minor repairs are needed**

Minor repairs like fixing toilet seats, replacing light bulbs, fuses, replacing sealant and changing batteries are your responsibility.

### **There is mould or damp at the property**

Try not to dry washing indoors and always open a window when cooking or bathing/showering. Make sure that your home is ventilated to allow water vapour to escape.

### **Escalating repairs**

If you have reported repairs but these have not been completed and you wish to escalate the problem –

In the first instance, contact NPRAS to discuss the complaint and NPRAS will arrange with you to inspect the property.

A full inspection will be completed by an NPRAS officer to identify any disrepair.

NPRAS will contact the landlord following the inspection to discuss any repairs found and the procedure above for arranging repairs will be followed.

In the event that you are not happy that the repair has been completed satisfactorily, you can contact Environmental Health to report the issue.

Environmental health can be contacted about disrepair in a property on 0115 9152020 (option 3) or on their “let’s talk” web page here –

<https://www.nottinghamcity.gov.uk/information-for-residents/housing/something-to-say>