

Maintenance Guide

Ohh Heck - Its Not Working! Guide To Getting Your House Back Working!

Things can go wrong in a house, electrics might stop working, boiler doesn't work, radiator not warm, I have a new house mate (mice). Most of these things can be sorted easily by yourself, which cuts out any frustration you may have trying to find a solution.

My Lights Have Gone Off.....

Something has tripped the fuse – basically imagine a little bug going into a plug and stopping the electric getting through!!!!

Remedy

You will need to UNPLUG every item in the house, from the fridge/freezer to the computers to hairdryers, absolutely everything plugged in has to be unplugged.

Then you will need to go the fuse box - normally in the hallway and push all the switches to ON.

Then you need to find which appliance has caused the problem by plugging them back in one at a time. If the lights trip again then you know which appliance is the faulty one.

Once you establish which appliance it is then plug all the others back in.

If after the above exercise you cannot get the lights to work then call us on the office number, we do operate a 24/7 help line.

My Shower/Bath/Kitchen Sink Water Isn't Flowing Away.

This means your drains are blocked. It is up to the house to purchase some drain products which you simply pour into the drain waste. Please read the instructions on the bottle before using. You may need to repeat this process 2/3 times if it is badly blocked.

If this doesn't work you can call into the office to pick up a plunger which unblocks drains by suction.

If the external drains are blocked you will need to find out if it is food particles that are blocking it. If it is then you will need to repeat the process above. We can arrange for a drain company to come out but it will be charged to the house.

No Heating/Hot Water

First things to check are – is the boiler on, there is a switch beside the boiler that should have a light on.

Check the pressure clock on the front of the boiler – if the needle is below 1 – then you will need to call us for instructions on how to increase the pressure.

If there is a radiator with no heat it will need bleeding, very simple to do.

In the starter pack there is a bleeding key – call the office and we can talk you through the process.

I Have Water Coming Through My Ceiling

The most common reason is the shower above is leaking, so check to see if your bathroom is above the leak and if anyone is using the shower. If yes then get them to stop straight away. Report this to the office and make sure the rest of the house do not use the shower until it is fixed.

If water is penetrating into the property from another source you must report this straight away. By not reporting it you could make the problem bigger and the landlord could pass the charge back to you as the cost of repairing would be greater. It is your responsibility to report any maintenance issues.

I Have Mice/Rats In The House

They say you are never more than 6 foot away from a rat in the UK. However, you do not want to make it easier for them by leaving rubbish bags in the back garden. Put your rubbish bags into dustbins if provided and make sure the bags go out on the correct days. In the starter pack there is a card with the recycling days on it.

In the kitchen make sure food is put into wall cupboards and surfaces are wiped down. A mouse likes nothing more than to come into the warm and happily eat away at all the crumbs and boxes of food left out for him/her!

The same applies in the bedrooms. If you leave plates with old food or pizza boxes in your bedroom then they will just move in there as well.

Don't let them live in your place rent free – move them out!!!!