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Troubleshooting Guide A-Z

Dear Tenant,

As tenants you are responsible for replacing of consumables and maintenance to the property such as the changing of light bulbs, fuses and re-pressurising the boiler. Below is an example list of repairs suitable for tenants to carry out at the property:

- Replacing light bulbs
- Replacing batteries in doorbells and thermostats
- Tightening loose screws, for example in door handles
- Checking fuses when they trip
- Bleeding radiators
- Cleaning of mould, if formed
- Re-pressurising the boiler

Before reporting a repair, you should refer to this troubleshooting guide as you may be able to resolve the issue yourself quickly and effectively. This will avoid unnecessary call out charges.

## A-Z

### **A:**

Aerial for TV has no signal -

- This is the tenant's responsibility as Landlords are not responsible for TV aerials, SKY, Internet or Telephone providers etc. unless it is a communal aerial. Where this is the case, it would need to be reported to building maintenance

### **B:**

BOILER/PIPES are noisy or the radiators are not heating up very well -

- The radiator may need to be bled

BOILER not working -

- If no power check fuse board and switch to ensure both are on
- Try turning the electrical supply to the boiler off and on
- Refer to your boiler manual. Google the boiler make and model if you don't have a copy
- If there is a thermostat controller, is this on and asking for heating/hot water and connected and is it set high enough
- Check if the pilot light is on
- Check if the radiator valves are turned up
- Check your pay-as-you-go gas/electric meters have sufficient credit
- If you have a gas hob check that this is working and has gas
- If pay-as-you-go gas meter ran out of credit, check meter does not say "off" (meaning gas valve is closed)
- Check the boiler pressure, ideally this should be set around the 1.5 bar

- Is there a timer that needs to be adjusted
- Have the clocks gone forward or back and affected your pre-set timer
- Has there been a power cut recently, if so reset boiler
- Try putting your heating on maximum for a short while to see if you can get it back into action

#### **BULBS -**

- It is the tenants' responsibility to replace light bulbs. We would recommend that you ensure the correct bulbs are being used to ensure longevity

#### **BUZZER/INTERCOM is not working -**

- Check that the silence button is not on
- Ask your neighbours if their entry phone is working so we can establish if the problem is communal or relates to the flat itself. This will need to be reported to building maintenance

#### **C:**

#### **D:**

##### **DAMP and mould, how can tenants prevent this -**

- Ventilate the property adequately
- Ensure the property is properly heated (min. 21°C in living areas, 18°C in bedrooms)
- Use window vents, where fitted
- Increase ventilation in the bathroom by using your extractor fan or opening the window. Keep the bathroom doors closed when bathing
- Clean the bathroom properly using anti mould spray (silicone and grout areas should be cleaned weekly)
- Increase ventilation in the kitchen when cooking by using your extractor fan or opening the window and keep doors closed. Keep lids on saucepans when cooking
- Ensure your extractor fan is cleaned frequently
- Ventilate cupboards and wardrobes
- Do not push furniture right up against radiators or walls to allow air to circulate
- Do not dry clothes on radiators, unless ventilation is increased
- Ensure excess moisture on windows is cleaned
- If you have a lot of house plants, ventilation will have to be increased
- Consider buying a dehumidifier if issues persist, these cost approximately 1p per hour to run and can be extremely useful in problem areas

#### **E:**

##### **ELECTRICITY supply to my home is off -**

- Power outages can be caused by a number of issues, including power cuts. Check online if there is a power cut in your area
- Check the fuse box and make sure the trip switches are set to the ON position, if this does not work you should try turning off all switches and then turning back on to ensure they are in the full 'on' position
- Try checking with your neighbours - if it's just your home affected, please contact our repairs department

- Refer to section below “ELECTRICS, Sockets/ appliances tripping”

#### ELECTRICS, Sockets/ appliances tripping -

- Turn off every socket and turn each one on in turn to see which socket is tripping the electrics. When you've found the correct socket, the problem could be with the socket or the appliance plugged into that socket. Try the appliance in a different socket - if the electricity trips again, it's the appliance
- If the problem is caused by the socket or an appliance supplied by the Landlord please contact our Property Manager
- If the problem is caused by an appliance belonging to you, you must have the appliance checked by a competent electrician to ensure it is safe to use or alternatively, you must safely dispose of the item

#### **F:**

##### FRIDGE/FREEZER issues -

- Check the thermostat is set to the right temperature
- Check the door is closed properly, or hasn't been left open for too long recently
- Check the appliance isn't overloaded with food
- Check drainage hole internally at back of fridge is clear and not blocked
- Check that behind the appliance is clear and there is not a build up of dust etc.
- Defrost your freezer or ice box thoroughly (it is advised to do this on a regular basis)

#### **G:**

##### Gas smell or leak -

- IMMEDIATELY shut off the gas supply at the meter, extinguish naked flames, open windows, do not use electrical switches and call 0800 111 999(1)

#### **H:**

##### Gas Boiler -

- No HEATING and/or HOT WATER when property has gas boiler (please refer to the BOILER section)

##### Electric Heating -

- If electric heating check fuse board and all switches in an on position
- If electric storage heating, they required to be turned on overnight to store heating. The input must be set higher than the output. To ensure the heaters are set up correctly we would recommend you search on You Tube “how to operate storage heating”

#### **I:**

INTERCOM is not working (see BUZZER section)

#### **J:**

#### **K:**

## **L:**

LEAK coming into your flat -

- Put buckets or towels down to retain water as best as possible
- Inform the upstairs neighbour and ask that he/she arranges for a plumber to attend as the leak is likely to be coming from their property. Put a note through their door if no answer and keep trying at regular intervals throughout the day
- If you cannot make contact with that neighbour and the water ingress is becoming excessive, contact building maintenance or our Property Manager

LEAK from your flat going downstairs -

- Check no water is running (i.e. bath/shower/taps) and all appliances are off
- Locate the stop cock (usually located under sink or by utility meters), turn off any water supply and contact our Property Manager
- If you cannot locate the stop cock and if we are closed, please contact Multi Landlord Maintenance on 073755252 or Joy Plumbing on 01202 557158 and let our Property Manager know you have done so

LIGHTS have all/part gone out -

- Locate the fuse box, check if any switches are facing in the opposite direction/off position to the others if so flick on
- If only one light is affected, try replacing the bulb

LIGHTS are flickering -

- Check the bulbs you've fitted are suitable. If you're using a dimmer switch, energy-efficient or fluorescent bulb, these may be the cause

## **M:**

MICE -

- In the first instance, ensure that you keep the property clean and tidy as mice are attracted to areas where there are food scraps in open bins and behind fridges/cupboards
- Mice are a common problem particularly in old blocks. Try to locate where they are coming from and see if the entrance can be blocked up
- Many local authorities e.g. BCP Council ([01202 123 123](tel:01202123123)), provide a subsidised service for the investigation and treatment of infestations of mice

MOULD, how can we prevent this -

- Please refer to the DAMP section.

## **N:**

## **O:**

Oven not working -

- Check fuse board and cooker switch is on
- Check that oven is on the correct setting and not on timer mode

**P:**

**Q:**

**R:**

RATS -

- Please check advice on rats on the BCP Council website
- Let our Property Manager know of the rat issue

**S:**

SHOWER is not working -

- Firstly, establish whether the shower is electric or mains operated (if there is a cord or switch then it is probably electric- CHECK THIS IS ON) and check fuse board. Once you have this information please contact our Property Manager as this will help establish which tradesman we should send
- If the shower is water mains, check other bathroom and kitchen taps are working, if not then most likely the water is off to the property and you should contact the water supplier

SINK/BATH/SHOWER is blocked or backing up -

- Blockages must be first attended to by the tenant by using a strong drain cleaner/thick bleach and/or plunger. Pour down sink/drain and leave as per instructions then rinse. If this does not fix the problem please contact our Property Manager
- If it is found that recent debris i.e. foodstuffs or hygiene items are the cause, you may be charged for this call out

SOCKETS aren't working -

- Refer to the ELECTRICS section

**T:**

TOILET is blocked -

- Toilets usually become blocked due to too much toilet paper, wipes, sanitary goods or heavy loads attempting to travel down the toilet. Whilst it can be a messy job, a blocked toilet is usually easy to fix. Remember, if you have a blocked toilet, don't keep flushing to try and clear it, this could cause it to overflow and flood the bathroom
- Blockages must be first attended to by the tenant by using a strong drain cleaner/thick bleach and/or plunger
- If this does not fix the problem please report the issue to our Property Manager
- If it is found that recent debris i.e. foodstuffs or hygiene items are the cause, you may be charged for this call out

**U:**

**V:**

**W:**

WASHING MACHINE is not draining/spinning -

- Do not overload your washing machine. This is the main reason why a lot of the washing machines break down and the tenant may be charged for the repair
- Check the filter isn't blocked - your user manual will show you how to do this but take care - it can cause a sizeable flood

WASHING MACHINE is not responding at all -

- Check the electricity to the machine is turned on - it can accidentally get switched off

WASHING MACHINE DRUM won't rotate -

- Make sure the machine isn't on "no spin".
- Uneven loads can stop a spin - avoid washing single items or overloading the drum

WASHING MACHINE is noisy -

- Check if there are any loose items making a noise in the drum, such as coins, keys and zips

WASHING MACHINE is smelly -

- Run a maintenance wash and clean filter, this should be carried out on a monthly basis as good practice.

WATER supply off -

- Check with your neighbours; if it's just your home affected, contact our Property Manager
- If other houses nearby are affected it may be an issue with the water supplier, please contact them directly or check their website for updates.

**X:****Y:****Z:**

## Repair Not Listed In A-Z or Not Resolved

Should an issue not be listed above it is important that you contact our Property Manager immediately if any repair work is required.

Please note it is a condition of your tenancy agreement to do so. Delay or failure to inform us about repair work may mean you could be held responsible, especially if the delay results in additional deterioration or damage. Once you have informed us of any repairs, faults or problems we will contact your landlord and act upon their instructions. We ask that you do not instruct a contractor to undertake any work, if you do it will be at your own expense.

If a repair is due to any negligence, the tenant will be required to pay the cost of this at the time. Outstanding balances may be deducted from your deposit.

Finally

We appreciate that some issue that arise may be out with your skill set and should you feel at any point uncomfortable in carrying out any the resolutions above, please do not hesitate to contact us and we can help resolve any issues.

Kind Regards,

The Lettings Team  
MK Estates

