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## MAINTENANCE TROUBLESHOOTING

### **Light Bulbs/Batteries:**

It is your responsibility to change light bulbs or batteries if they fail during your tenancy.

### **Vacuums:**

In the event that your vacuum cleaner stops working we kindly request that you check the vacuum bag/cylinder/filter before reporting the problem. If the vacuum is still not working efficiently then we will happily send someone out to attend to the problem.

### **Washing Machines:**

Please do not overload your washing machine; this is the main reason that many washing machines break down as it leads to a number of problems and you will be charged for the repair if this is found to be the cause. A broken washing machine is seen as a priority (NOT EMERGENCY) call out. The cost(s) of professionally cleaning the clothes that may be stuck in the washing machine will unfortunately not be refunded.

### **Fridge and Freezer:**

These breakdowns will be treated as a priority (NOT AN EMERGENCY). We will not refund food costs to you should this problem ever occur. When reporting a broken down appliance please provide us with as much information as possible including the **make, model and serial number** so that we can arrange the repair/replacement in as little time as possible.

### **Plumbing Problems**

These can be quite complex so we kindly request that you gather as much information as you can before you contact us so that we can send the correct contractor to carry out the repair. If you live in a flat with people above or below and are experiencing a leak we request that you inform your respective neighbour as it is likely that the problem is either coming from their property or will be going into their property. If your property is covered by a Homecare agreement then details of this will have been supplied on your inventory and you should contact the appropriate company using the information provided to arrange a visit.

### **Communal Problems; entry-phone/ roof/ stair cleaning etc:**

As part of your tenancy agreement you have a responsibility to contribute to the up-keep of communal areas (including gardens where applicable). If you are experiencing problems with neighbours not maintaining communal areas please contact us and we will keep this information on your record.

### **Gas:**

Should you smell gas at any point you must call TRANSCO immediately on 0800 111 999 and then inform us of the situation. Refrain from switching any lights on or off and from using any matches.

### **Electric Storage Heaters:**

These are fed from a time clock. They are only fed at night usually between approximately 11 pm and 6 am. This gives you a cheaper rate of electricity to heat the heaters and in some cases the hot water also. You must leave the switch ON at the side of the heater otherwise the heater can not heat up overnight. Never attempt to take the cover off or interfere with the heater. Always contact the maintenance department if there is a problem with the heaters.

## **Instruction Manuals**

Where possible we have provided the manuals for your move in, however the following websites will give you access to instruction manuals for various household appliances.

[www.instruction-manuals.co.uk](http://www.instruction-manuals.co.uk)

[www.instructionsheets.com](http://www.instructionsheets.com)

[www.usersmanualguide.com](http://www.usersmanualguide.com)

[www.gotoplumbing.co.uk](http://www.gotoplumbing.co.uk)