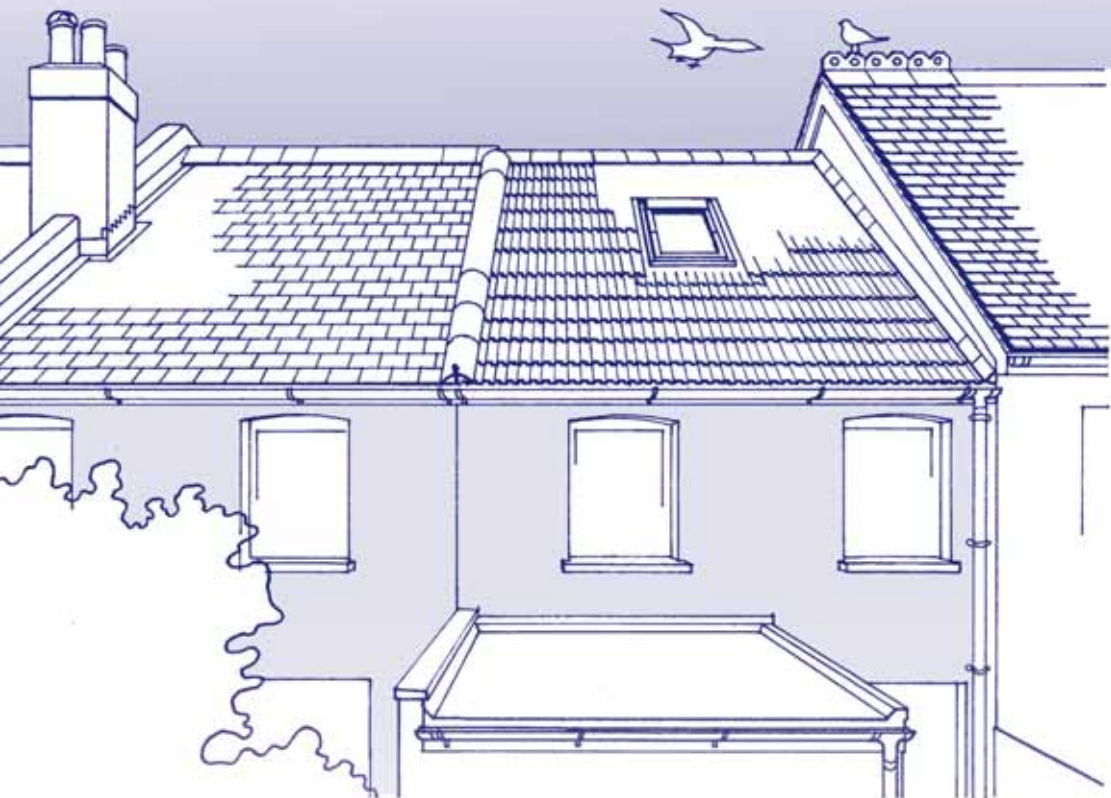




REPAIR HANDBOOK



Leicester
City Council

Contents

Introduction 3

Your Right to a Repair 4

Hints & tips

Looking after your home 4

Leaking, burst or frozen pipes 4

Bleeding a radiator 6

Loss of electric light or power 6

Controlling your central heating 8

Clearing a blocked waste pipe 9

Clearing a blocked WC 9

Overflows 10

Stopcocks, gate valves etc 11

Home energy efficiency 12

Sharing your details 12

Plumbing 13

Baths 13

Basins 15

WC 17

Cistern 19

Bath/Shower mixer tap 19

Showers 21

Water system 22

Diagram; Gas boiler and hot water cylinder 25

Doors and windows

External / internal door 27

Latches and locks 29

Windows 35

Window fittings 37

Kitchens

Kitchens 39

Heating and electrical

Heaters and radiators 45

Electricity 47

Plug sockets 49

Lighting 49

Smoke detector/ alarm 49

Garden

Garden 50

Gates 50

Fences 52

Walls 54

Garages 54

Paths and steps 56

Roofs and drains

Roofs 58

Gutters 60

Roofs and drains 62

Communal

External / internal 64

Stairs and walls

External / internal stairs 66

Walls and floors 68

**Our aim:
A decent home within
the reach of every citizen
in Leicester.**

Introduction

This handbook provides you with handy hints and tips for looking after your home while you are a tenant in a Leicester City Council property.

It also provides you with information you may need when repairs are required to your home.

This includes information about what you need to tell us when you report repairs and what you can do yourself.

YOUR RIGHT TO REPAIR

The procedure

1. If the City Council fails to carry out a repair listed above within the time limit given on the acknowledgement card, you should write to the Housing Improvement and Repairs Service. In your letter explain what has happened, giving the details of when the repair was reported and when it was due to be carried out.

2. The Director will arrange for another instruction to be given for the work to be carried out. You will be sent a second acknowledgement card with a new time limit.

3. If the work is still not carried out within the time limit given on the second acknowledgement card you should write to the Director again. Explain the situation and claim the compensation that is due to you. If a compensation payment is agreed, it will then be credited to your rent account. Compensation will only be paid if you have allowed access to your home at the appointed times.

4. The amount of compensation will be £10 plus £2 a day for every day the repairs remains outstanding, up to a maximum of £50.

Your Right to Repair

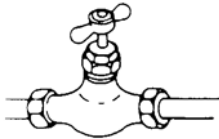
- total or partial loss of electric power,
- unsafe power or lighting socket, or electrical fitting,
- total or partial loss of water supply,
- total or partial loss of gas supply,
- blocked flue to open fire or boiler,
- total or partial loss of space or water heating,
- blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling),
- toilet not flushing (where there is no other working toilet in the dwelling),
- blocked sink, bath or hand basin waste pipes,
- tap which cannot be turned,
- leaking from water or heating pipe, tank or cistern,
- leaking roof,
- insecure external window, door or lock,
- loose or detached bannister or hand rail,
- rotten timber flooring or stair tread,
- door entry-phone not working,
- mechanical extractor fan in internal kitchen or bathroom not working.

Hints & Tips

LOOKING AFTER YOUR HOME

You are responsible for keeping the inside of your home in good condition. To help you do this it is best to carry out small tasks and checks to prevent future problems such as:

- Wipe down on a regular basis all windows affected by condensation and if any mould has formed clean it off using a wash of diluted bleach, or a products available from DIY shops.
- Limescale can be removed from baths, sinks, shower heads, and taps with a descaler available from DIY shops.
- Blockages in kitchen sink waste pipes can be prevented by flushing through using drain clearing products.
- Outside gullies should be kept clear of leaves and other debris so that water drains away easily.
- Make sure you know where the main stopcock is, and how to turn it off. Also, be sure to know how to turn off your electricity and gas supply in an emergency. If you do not, ask any of our staff or contractors when they next visit you.



Stopcock, stop valve or stop tap

In the Autumn you should check the following list of items and notify us of any problems. We can then repair them before they get worse and cause you any inconvenience:

- If you use an open fire have you swept the chimney? This is normally your responsibility
- Are all your heating controls set correctly?
- Are there any tiles or slates missing or broken on your roof?
- Are there any leaks or blockages from gutters and downpipes?

LEAKING, BURST OR FROZEN PIPES

When pipes leak

Place a dish or bowl underneath the leak. Pull back any carpets and lay down newspapers or towels to absorb any dampness.

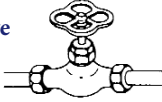
When pipes burst

Turn off the water at the main stopcock, and any gate valves from the water tank, and switch off any water heaters. Open all taps to drain water from the system.

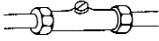
Can it be isolated?

Some items of equipment may have their own isolation valve (either a gate valve, or a service valve). If not, you may be able to isolate the fault by just turning off a gate valve

Gate valve



Service valve



on a pipe coming out of the cold water tank. This will leave you with some services, even though it might only be cold water at the kitchen tap. You could then temporarily flush toilets using a bucket of cold water.

If electric fittings get wet DO NOT TOUCH and turn off electricity at the meter

When ceilings bulge

To prevent the ceiling falling down, place a bucket under the bulge and pierce a small hole to let the water through.

When pipes freeze

Turn off the water at the main stopcock and open the cold taps. It is best to leave the pipes frozen but you may try to thaw the pipe i.e. using hot water bottles or a hair dryer. DO NOT USE A BLOW LAMP. Take care to thaw from one end of the frozen section and not from the middle. Conserve hot water until the pipes are thawed.

General information

Know where your main stopcock is and check that it turns easily and is able to shut off the water supply. It is usually where the water pipe enters the house or near the kitchen sink.

Get to know where the gate valves for the hot and cold water tanks are.

If you go away for a few days in winter, lower the setting on your central heating room thermostat but leave the heating on.

FROST DAMAGE

The City Council is responsible for insulating the tanks and pipework in the loft of your property against frost.

You are responsible for making sure that outside toilets are properly protected during the winter, and for taking other normal precautions around your home during cold weather.

For example, by leaving the plugs in sinks and handbasins, making sure there are no dripping taps, sprinkling

BLEEDING A RADIATOR

When to do it

If the top part of a radiator is cold, this is because air is trapped in the system. Bleeding the radiator releases this air and allows hot water to fill the whole system.

Do not

Bleed the radiators if you have a Combination Boiler: this type of boiler will have either a pressure gauge or a low pressure light on the front or underside of the boiler, and you will probably not have a hot water cylinder.

Before bleeding

If the whole radiator is cold, check that the radiator valve is open. If more than one radiator is cold, the whole heating system may need to be checked by a plumber.

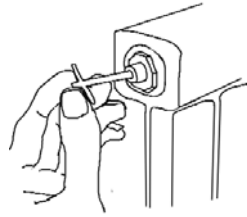
Turn off the heating system before bleeding, otherwise the pump might draw more air into the system.

You will need a special radiator key, available from most DIY and hardware shops. You will also need a rag or cloth and a bucket or bowl.

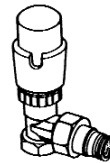
How to bleed

The bleed valve is the small square nut at the top end of the radiator. Place the key over the valve and hold the cloth around it to catch any water. Gently turn the key anti-clockwise until you hear a hiss - this is the air being released. When water starts to come through, turn the key back clockwise to shut the valve off. DO NOT unscrew the valve completely as the plug will come right out.

Bleeding a radiator



Thermostatic radiator valve



LOSS OF ELECTRIC LIGHT OR POWER

Warning

- Never tamper with the electricity company's fuse and seals.
- If in doubt, contact us.

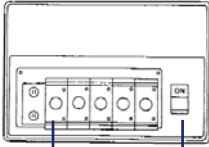
Turning off electricity

- If you need to turn off all electricity (eg because of water leak), use the main ON/OFF switch on the consumer unit.

Fuse or trip switch

Check your consumer unit or fuse box: it will either have fuses or trip switches. Modern electric circuits are fitted with a circuit breaker fuse system: if a fault develops, a switch is tripped and the circuit is broken.

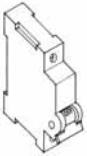
Electricity consumer unit



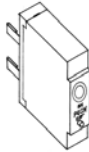
main on/off switch fuses
or circuit breakers

Fuses

Trip switch



MCB



Trip switch

(replaces fuses
in modern
consumer units)



When a switch is tripped

Open the cover on the consumer unit to expose the trip switches. The Consumer Unit is usually next to the electricity meter. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail, refer to any information supplied.

If tripping occurs again

It is probably being caused by a faulty appliance. You need to identify which circuit is affected and which appliance on that circuit is causing a problem.

Which appliance is faulty?

Go around the house noting which set of lights or sockets are not working. Unplug all appliances on that problem circuit and switch off the immersion heater. Switch the tripped switch to the ON position and plug in the appliances one by one until the trip goes again. Leave that appliance unplugged. If one of our appliances is at fault, report the repair; otherwise get it fixed yourself by a qualified electrician or service engineer.

What causes it to trip or blow a fuse?

- An overloaded circuit
- Too many appliances being used at the same time
- A faulty or misused appliance
- Over filled kettles
- Unclean toasters
- Cooker rings worn out or cracked
- Faulty immersion heaters
- Faulty connections on leads to appliances, eg hi-fi, TV, etc
- Light bulbs blowing

Plugs

The socket outlets in your home will take square pin plugs. The plug which you require will have a fuse inside it. We do not supply plugs and you will have to obtain them yourself. To find out the correct type of fuse to fit in a plug, check the rating plate on the appliance. Do not overload plug sockets by using multiple plug adaptors.

CONTROLLING YOUR CENTRAL HEATING

How to set a digital timer

Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons. Reset the timer switch to 'auto'. Set the 'heating' and 'hot water' switches to come on once, twice, or stay on all the time, as you require. During freezing spells, keep the heating on all the time, and turn the thermostat down during the night and if you are out all day.

How to set a clock timer

Turn the clock until it is showing the correct time. Decide when you want the heating to come on and go off and set the pins or arrows for those times (see below for how to change pins and arrows). Set the timer switch to 'timer' or 'auto' as appropriate to the unit. During freezing spells, keep the heating on all the time, and turn the thermostat down during the night and if you are out all day.

How to control the temperature

To set the thermostat turn the dial so that the arrow or marker is against the temperature setting you want. A comfortable temperature is between 18°C and 22°C.

Changing pins on timeclock

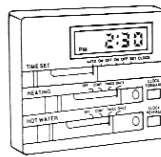
Push them in against any time you want the heating on. Pull them out against any time when you want the heating off.

Changing arrows on timeclock

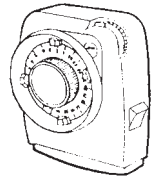
Slide the 'on' arrows (usually red) around the clock to the times when you want the heating to come on. Slide the 'off' arrows (usually blue) around to the times when you want the heating to go off.

Heating controls

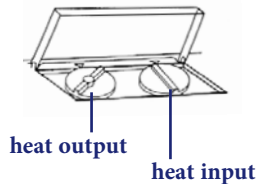
Digital programmer



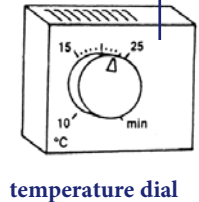
Clock programmer



Storage heater



Thermostat



SAFETY WARNING

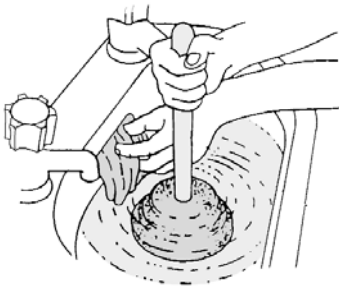
Do not store items (clothing or liquids) inside a boiler compartment/cupboard. It is a fire risk.

CLEARING A BLOCKED WASTE PIPE

Clearing a sink or bath blockage

Bail out most of the water using a suitable container. Hold a cloth or rag firmly over the overflow opening, and place a plunger over the drain hole. Pump the plunger up and down rapidly. Plungers can be obtained from most DIY shops. After clearing the blockage, it is advisable to clean out the waste trap.

Clearing a blocked waste pipe



Cleaning out a waste trap

First bail out any excess water from the bath, basin, or sink using a jug or bowl. Place a bowl underneath the trap and unscrew the joints to remove the trap. Clean thoroughly and replace the trap, checking that the seals are in place and that all joints are screwed up tightly.

If more than one fitting is blocked

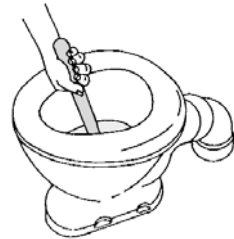
The problem may be in the soil stack or main drain. This will need to be cleared by one of our contractors. Blockages are usually caused by the build-up of fat, tea leaves, hair, etc. It is advisable to clean wastes with a drain clearing product.

CLEARING A BLOCKED WC

Clearing blockages

If the pan is already full, remove most of the water into a suitable container using a jug or bowl. Push the toilet brush or plunger to the bottom of the pan and pump up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage. Check by flushing the toilet to see whether the blockage has gone. You may need to repeat the process several times before the toilet flushes normally. Do not use plungers with a metal disk, as these may chip or crack the toilet bowl.

Clearing a blocked WC



Avoiding blockages

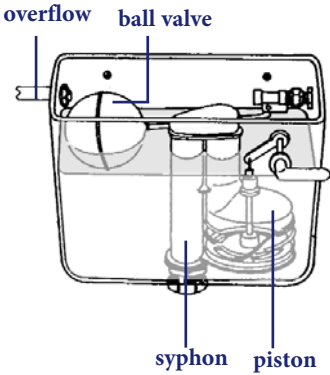
Air fresheners that attach to the rim of the toilet pan should be fastened securely to ensure they do not fall in and cause a blockage. Blockages are usually caused by unusual objects: nappies, toys, sanitary towels, air fresheners, etc. If such a blockage occurs as a result of one or several of these objects becoming lodged, you may be charged for clearing the blockage.

OVERFLOWS

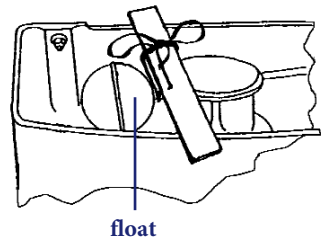
To stop an overflow

If the toilet cistern is overflowing try lifting the float to close the ball valve: if this stops the overflow, try to tie it up, using a piece of wood and some string, as in the diagram.

Toilet cistern

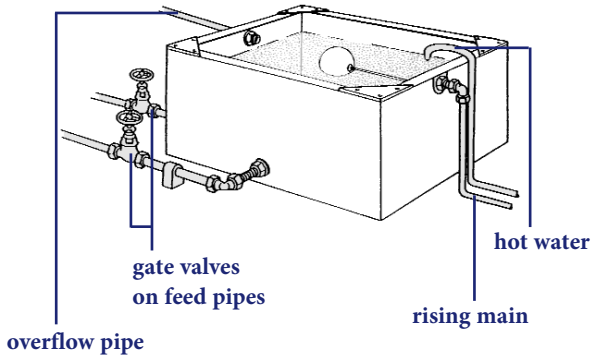


Cistern showing float tied up

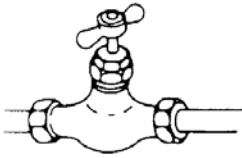


You can do the same with a cold water storage tank as a temporary measure.

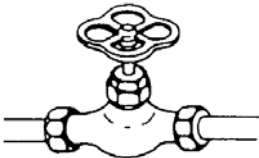
Cold water storage tank



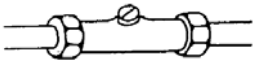
STOPCOCKS, GATE VALVES, SERVICE VALVE, DRAINCOCK



Stopcock, stop valve or stop tap



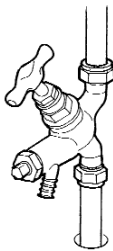
Gate valve



Service valve



Draincock



Stopcock with drain valve

HOME ENERGY EFFICIENCY

Energy efficiency is about making sure the energy that goes into heating, lighting and providing power in your home is not wasted and because energy costs money, it's about not wasting money as well.

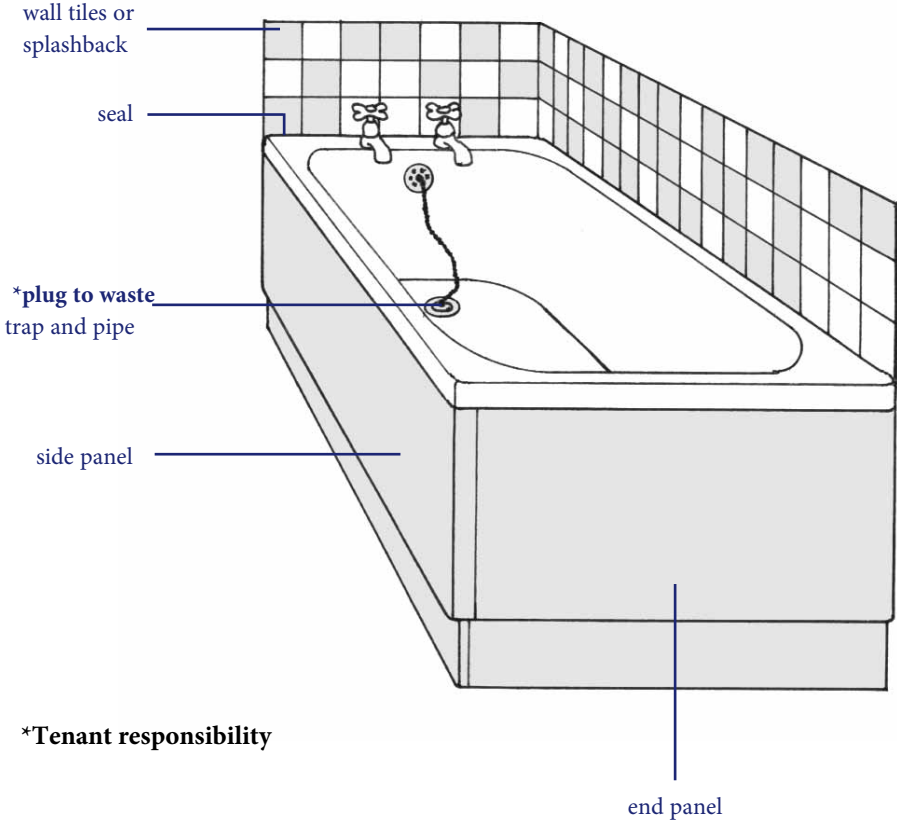
Being energy efficient means using common sense to reduce the amount of fuel you use. At the same time you can make your home more comfortable and the bills more affordable.

To learn more about energy efficiency, please click on the following link
<http://www.leicester.gov.uk/your-council/policies-plans-and-strategies/energy-efficiency/energy-at-home>

SHARING YOUR DETAILS

Your details may need to be passed onto third party contractors who are appointed to carry out works to your property.

BATH



**Before you contact us:**

- If water is near electrics, do not touch. Turn electricity off at consumer unit main switch.
- Stop leak causing more damage.

- Can you clear blockage yourself?

Tell us:**Bath/basin water leaking**

- Are electrics affected?
- Where is leak?
(bath or basin)
- What is affected?
(waste pipe/trap, supply pipe or tap.)
- If pipework is affected, is it hot or cold supply pipe, or waste trap?

Bath/basin blocked

- What is blocked?
(bath or basin)
- What caused the blockage?

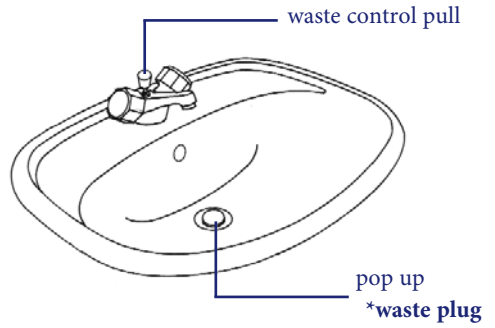
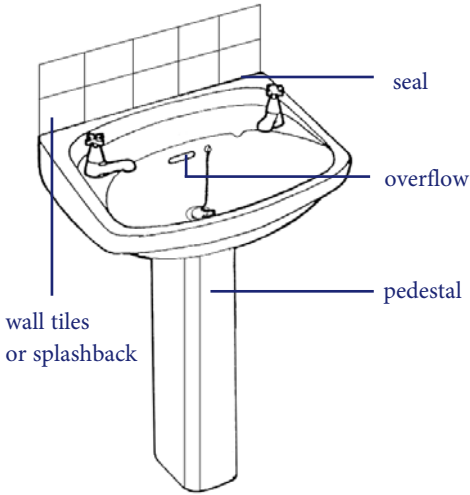
Bath or basin damaged/broken

- What is damaged?(bath or basin)
- What is affected part made from?
(metal, plastic or china etc)
- If a bath panel is affected, which panel
(side or end panel) and what is it made from
(hardboard or plastic)?
- Does it need to be replaced or refixed?

Bath panel loose

- Which bath panel is affected?
(side or end panel)
- What is it made from?
(hardboard or plastic)

BASINS



***Tenant responsibility**

TAPS

Modern pillar tap



High neck pillar tap



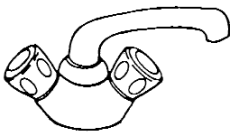
Standard pillar tap



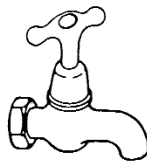
Lever tap



Supatap



Mixer tap



Bib tap

Before you contact us:**Tell us:****Damaged wall tiles**

- Where are tiles?
- Are they loose, broken or damaged?
- How many are affected?
- What size and colour are they?
- How did it happen?

Seal gone around bath**Seal gone around basin****Bath tap dripping**

- What type of tap is it?

Basin tap dripping

- What type of tap is it?

Basin loose

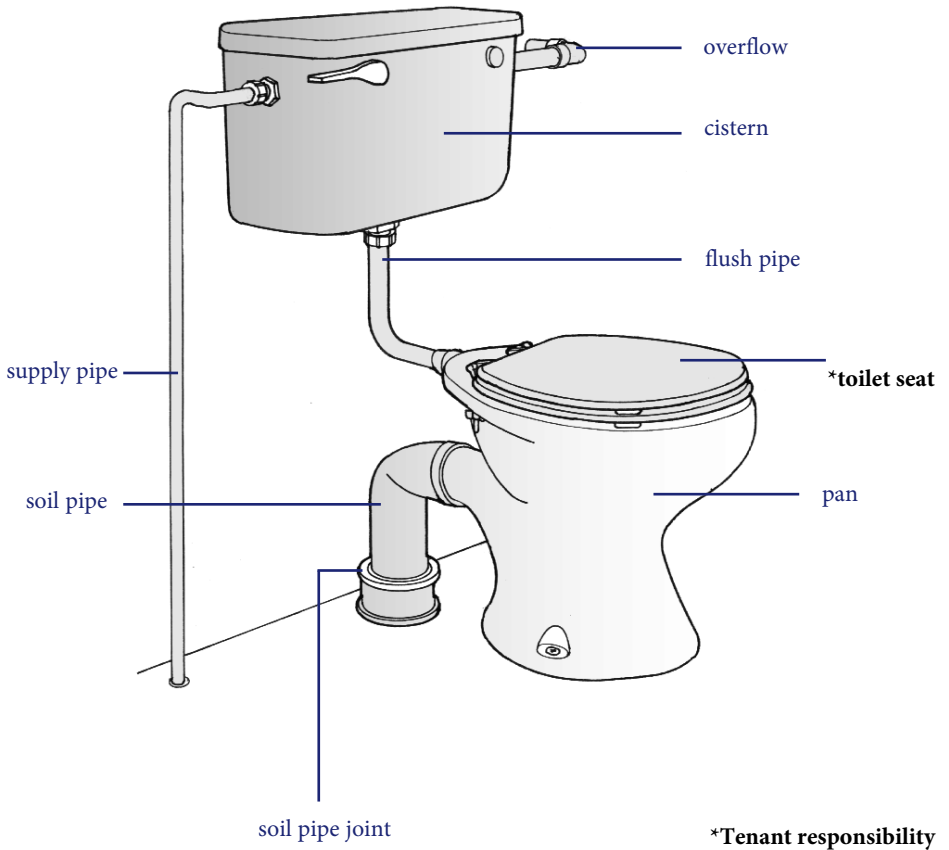
- Are brackets loose or broken?
- Is basin loose on its brackets?
- Is pedestal broken?

Tap loose

- Bath or basin tap?
- What type of tap?



WC



Before you contact us:

- Try to stop leak and any damage it is causing.
- If serious, turn off water at stopcock and gate valves from cold water tank. Open all taps to drain water from system. Turn off heaters affected.
- Has water authority said that water would be going off?
- You can use a bucket of cold water to flush until problem is fixed.
- As a temporary solution, tie float in the up position, thus closing the ball valve (see page 30 for help).

Tell us:

WC leaking

- Where is leak? (pan, cistern, overflow, supply, flush or waste pipe or pipe joint. See diagram opposite)
- If leak is from cistern, is it high or low level cistern?
- Is affected part loose, cracked or broken?
- Is it your only WC?
- Is it a coloured WC or white?

WC will not flush

- Is the handle or chain moving properly?

Overflow running

- Does the overflow run outside?
- Is the cistern flushing?
- Is the float working?
- Is overflow running continuously?

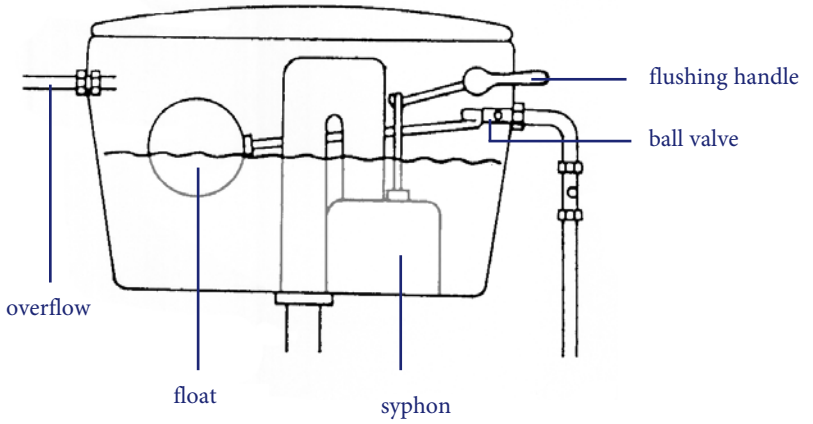
WC loose

- Is pan or pipe broken?

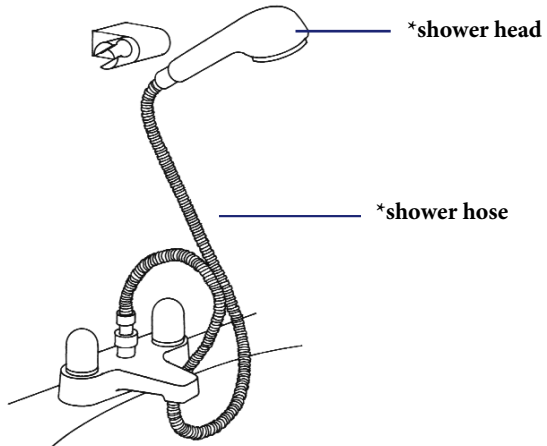
WC



CISTERN



BATH / SHOWER MIXER TAP



***Tenant responsibility**

Before you contact us:

- Try unblocking it yourself by removing excess water into a bowl, and using a toilet brush or plunger (without metal disk).

Tell us:**WC blocked**

- What caused blockage?

Soil stack blocked

- Do you live in a house or flat?
- If a flat, which floor are you?
- Is your WC causing the blockage?

Seal gone around shower tray**Shower tray broken**

- What is it made of?
(ceramic or plastic)

Shower not working

- If it is your own shower, this is your responsibility.
- If electric, has fuse blown.
- Are neighbours also affected by power cut?
- What type of shower is it?
(eg electric, over the bath)
- What is happening?
(no water, or only hot or cold water)
- Do you have hot water in rest of home?
- Can you see a make or model number on shower?

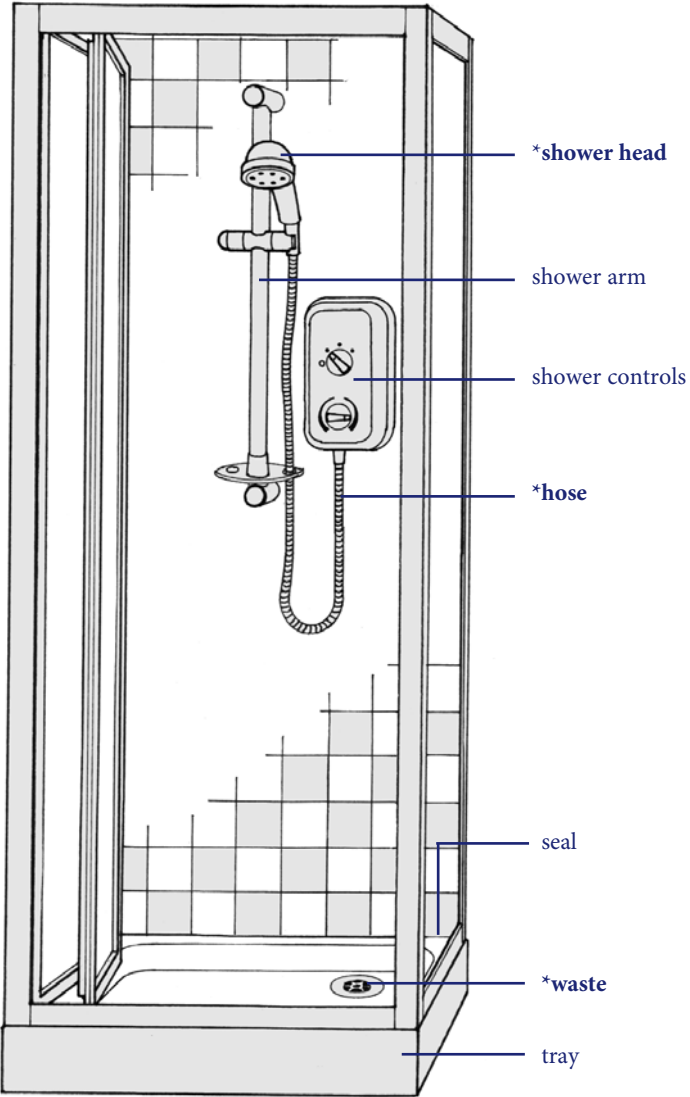
WC



SHOWERS



SHOWER



***Tenant responsibility**

Before you contact us:

- If limescale is the problem, use descaler fluid which can be bought from a DIY shop.

Tell us:**Shower blocked**

- What is causing blockage?

Shower switch broken**Damaged wall tiles**

- Are tiles loose, broken or damaged?
- How many are affected?
- What size and colour are they?
- How did it happen?

Cubicle door not working

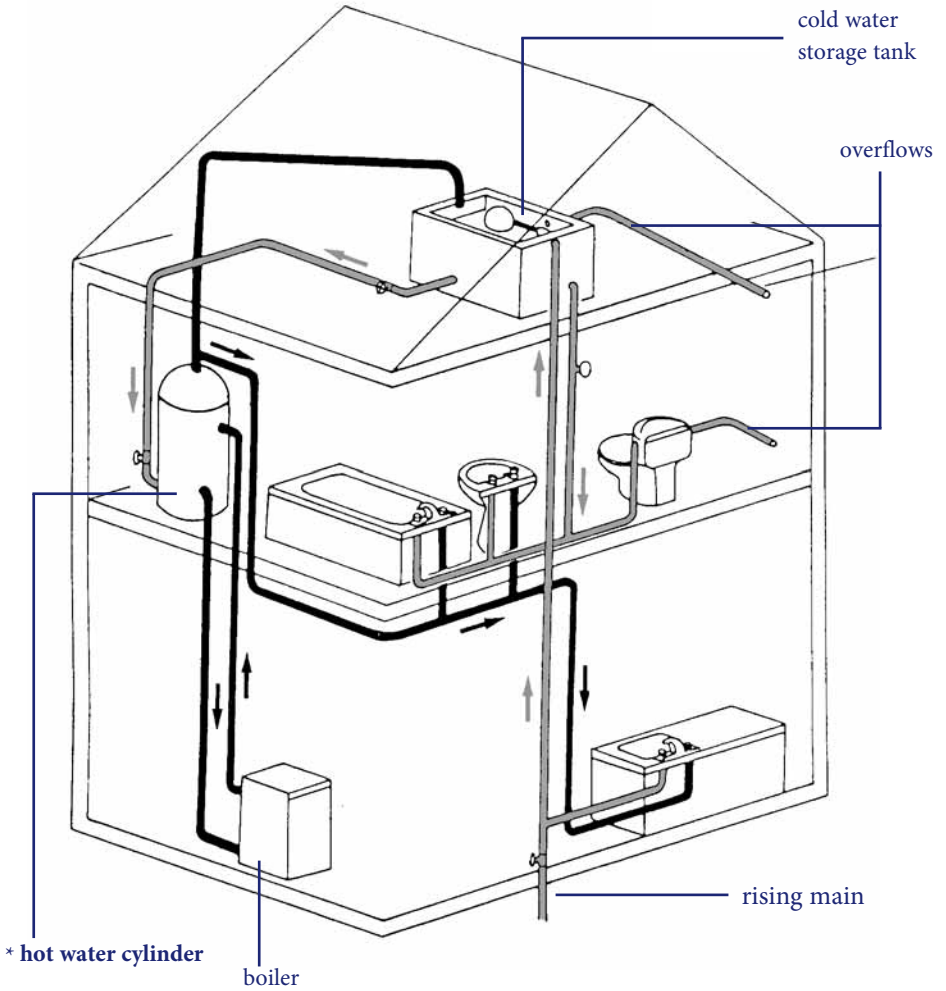
- Is it broken or stuck?

Shower tray leaking

- Has the seal around the tray gone?



WATER SYSTEM



*Tenant responsibility to replace cylinder jacket

— cold water
— hot water

Before you contact us:

- If water is near electrical fittings, turn off electricity at consumer unit main switch.
- Can you stop leak or isolate it? Try to catch water in a bowl or bucket.
- Adjust main stopcock where water comes into home.
- Are neighbours affected?
- Make sure taps are turned off, even though no water is coming through.

Tell us:**Burst pipe**

- Are electrics affected by burst?
- Is it inside or outside building?
- Are pipes frozen?

Water leaking

- Is pipe, tank or cylinder leaking?
- Are electrics affected?

Banging pipes

- How often is it happening?

No cold water

- Is there cold water at kitchen sink?
- Are pipes frozen?

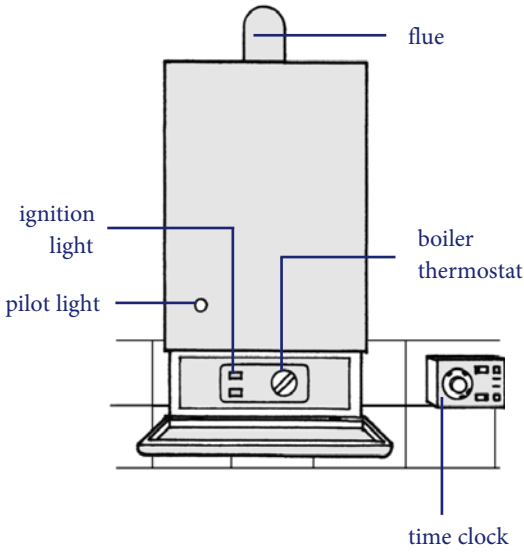
Storage tank overflow running

- Is overflow running outside?

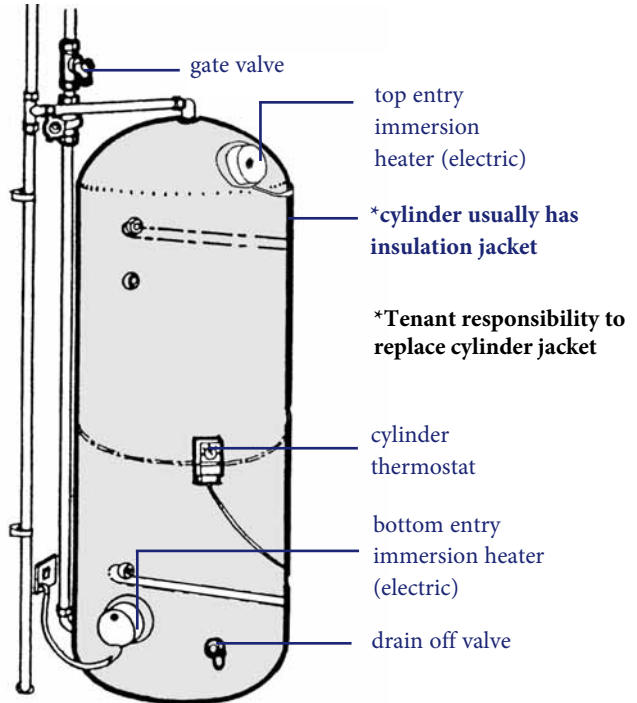
WATER



GAS BOILER



HOT WATER CYLINDER



Before you contact us:

- If gas, check time clock controller is set for hot water and timer is set correctly.
 - If electric, is there a power cut? Are neighbours affected? If so, contact your electricity company (check your electricity bill for the number).
 - If coin or credit meter, has it has run out of credit?
-
- Adjust the thermostat on the cylinder to 55 - 60°C

Tell us:**No hot water**

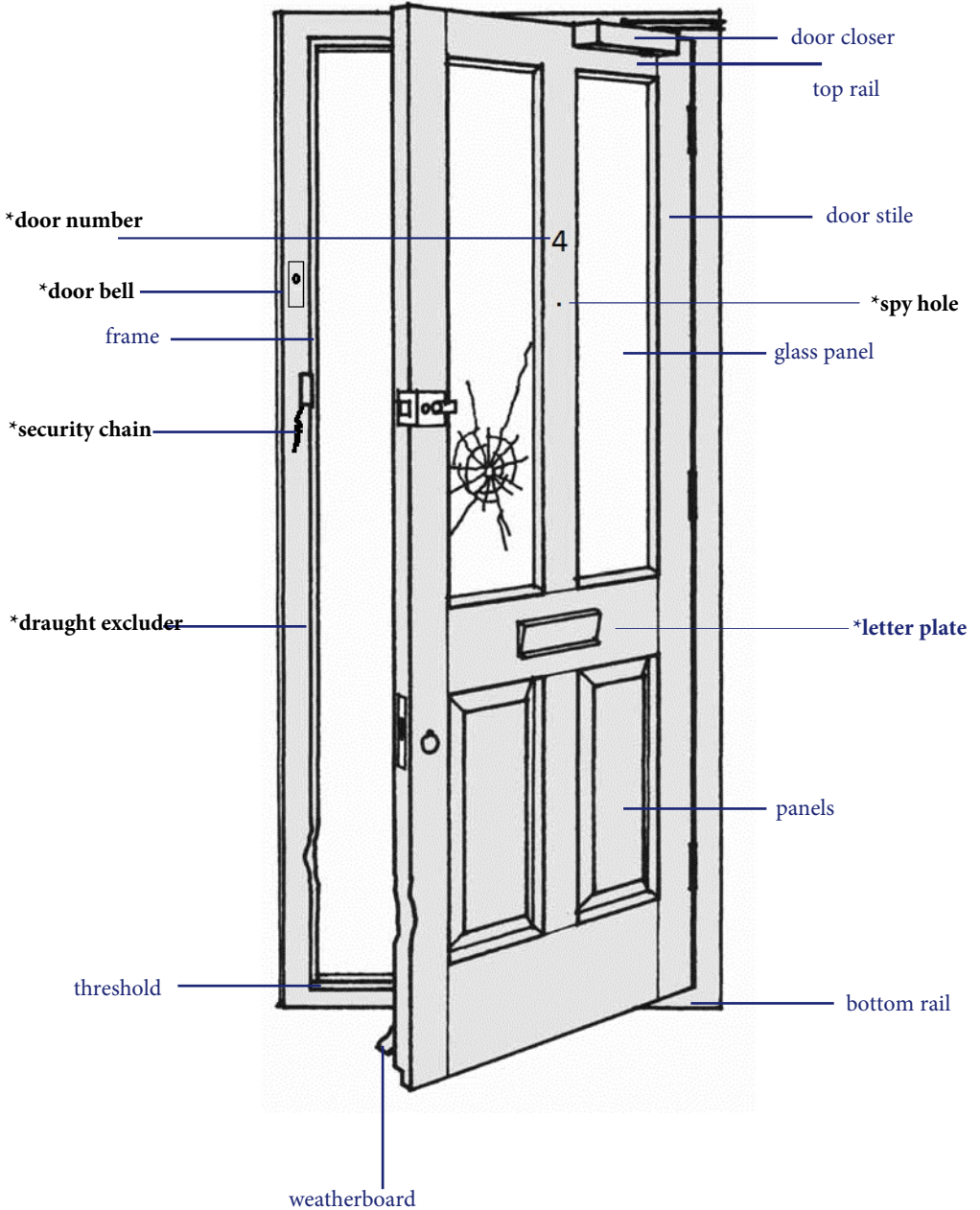
- What heats water? (gas, electric, or solid fuel)
- If electric, are other electrical facilities working?
- Are heating controls set correctly?
- Is room heating still working?
- Do you have alternative source of hot water? (immersion heater or gas heater etc)
- Do you have a hot water cylinder?

Water temperature

- Is water too hot or too cold?



EXTERNAL DOOR



***Tenant responsibility**

Before you contact us:**Tell us:****Door jammed**

- Is it front or rear door?
- What is door made of?
(wood, metal or plastic etc)
- Is door jammed open or closed?
- Can you still get in and out of your home?

Door frame damaged/rotten

- Is door or frame affected?
- Is it front or rear door?
- What is door made of?
(wood, metal or plastic etc)
- What is wrong with it?
(damaged or rotten)
- Is home insecure as a result of this problem?

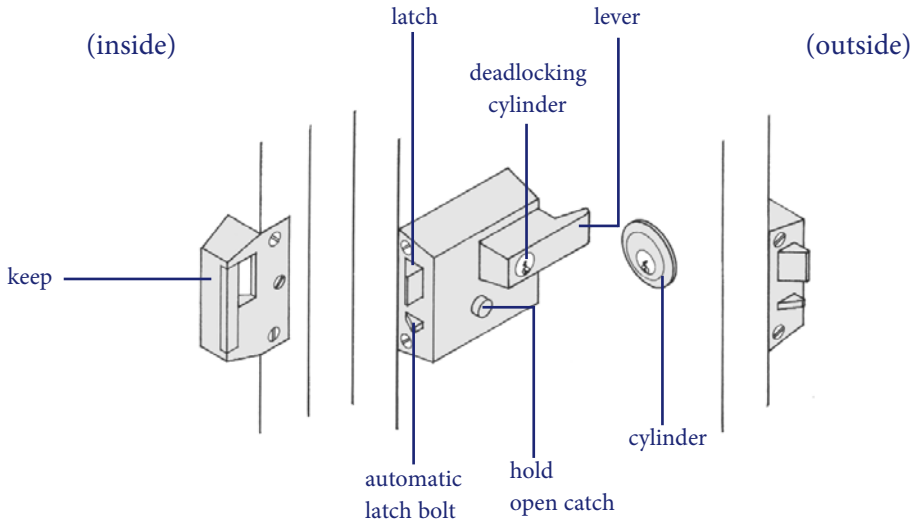
Threshold rotten/needs repair

- What is it made from?
(wood, metal etc)
- What is wrong with it?
(rotten, broken etc)

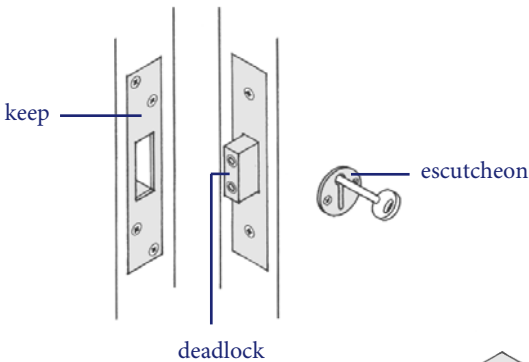


LATCHES AND LOCKS

Rim night latch - Yale or similar



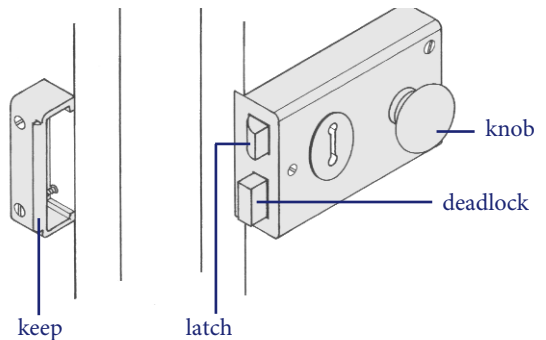
Mortice deadlock



NOTE

Replacement of keys and locks will be recharged to tenants. Exemptions will be applied if tenant is disabled, OAP or on a package of care.

Rim lock



Before you contact us:**Tell us:****Weatherboard rotten/broken**

- What type of door is it?
- What is it made from?
(wood, metal or plastic)
- What is wrong with it?
(rotten, broken etc)

Glass damaged

- What type of door is it?
- If fully glazed, which panel(s) is damaged?
- Is it your own door or a communal one?
- Is it front or rear door?
- Is it single or double glazed?
- What type of glass is it?
(clear, wired or obscure)
- Is your home secure?

Draught coming around door

- Where is draught coming from?
(between wall and frame, around door or under door)
- Is there any draught proofing around door?

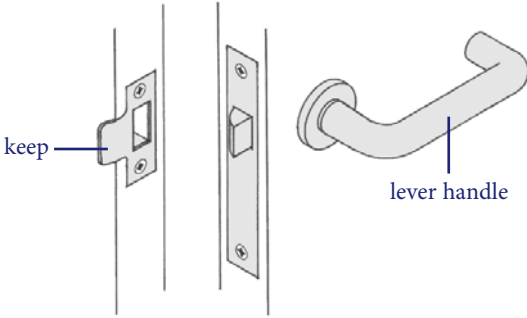
Rain coming in under door

- Does door have a weatherboard?



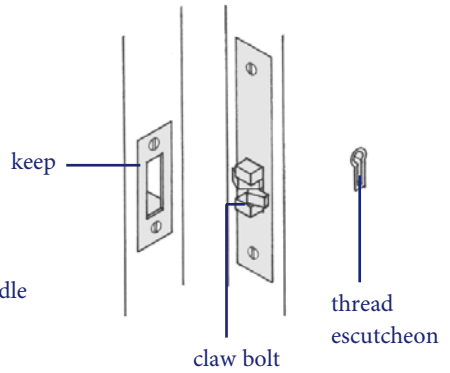
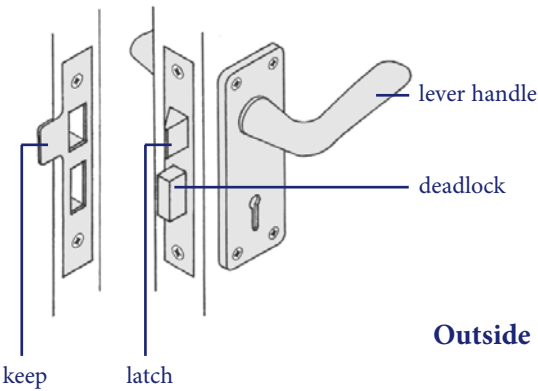
LATCHES AND LOCKS

Internal door latch

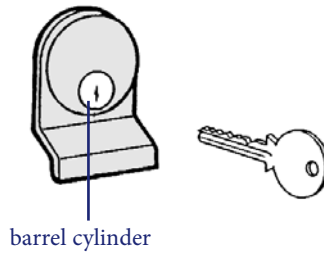


Mortice claw bolt deadlock for sliding doors

Mortice sash lock



Outside door pull



Before you contact us:

- Resident's own locks are your own responsibility.
- This is usually your own responsibility.
- Resident's own fittings are your own responsibility.

Tell us:**Door lock not working**

- What type of lock is it?
 - What is wrong with lock?
(lever handle faulty, spring worn out, striking plate out of place or lock not fitting into keep etc)
- Which door is affected?
- What is door made of?
(wood, metal or plastic)
- Is your home secure?

Keys lost/locked out

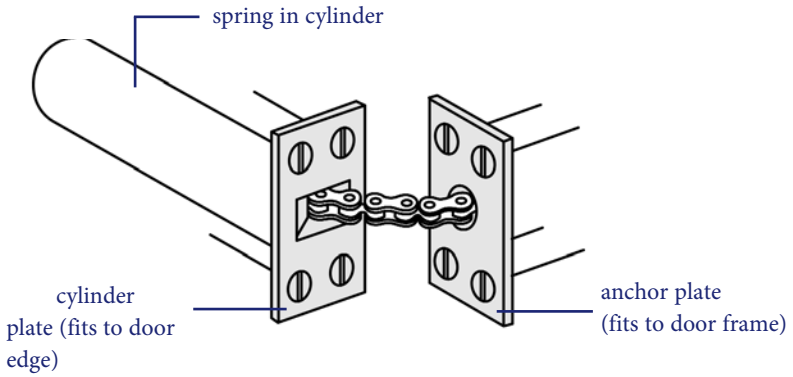
- Are you locked out of your home?
- What type of lock is it?
 - Where is door?
(front, rear, patio or store)

Door fittings missing/not working

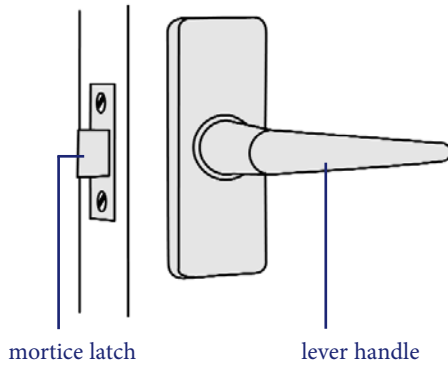
- What fitting is it?
(letterplate, handle, chain, door viewer, house numbers etc)
- Is door not closing properly?
- Is your home insecure?



PERKO DOOR CLOSER



DOOR LATCH



Before you contact us:**Tell us:****Door sticking/jamming**

- Where is door?
- What type of door is it?
- What appears to be the problem?

Door damaged

- Where is door?
- What type of door is it?
(See diagrams opposite)
- What appears to be the problem?
- How did it happen?

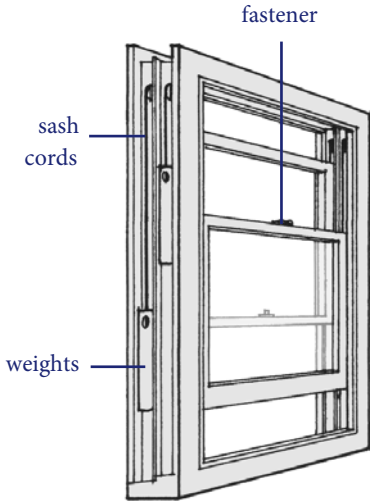
Door latch defective

- What type of latch fitting is it?
(See diagrams on page 29 and 31)
- Where is door?
- What is wrong with it?
- How did it happen?

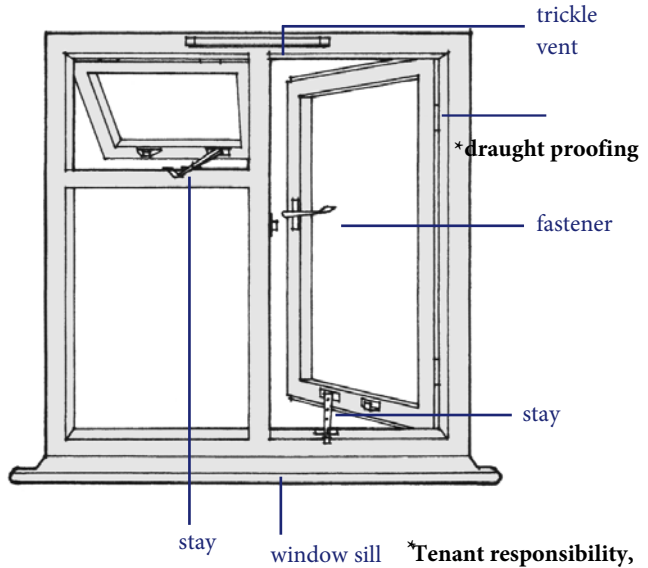


WINDOWS

Sash window

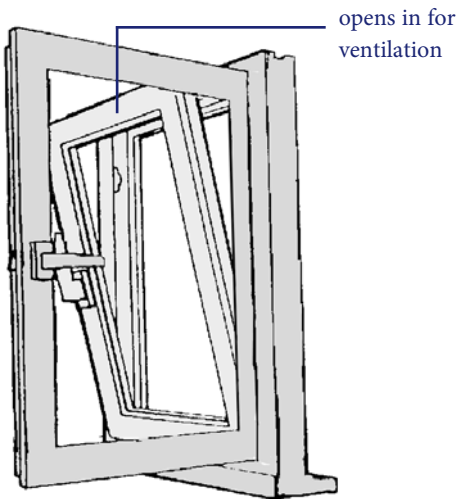


Casement window

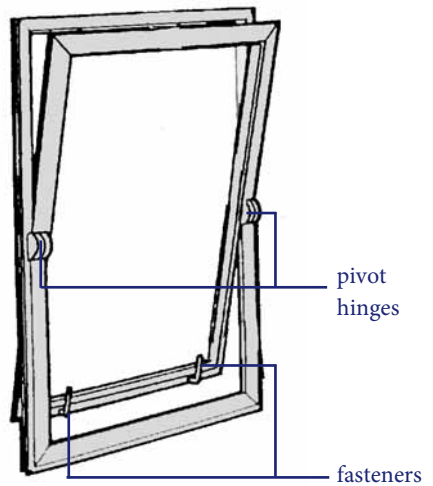


***Tenant responsibility, unless if part of the door design.**

Tilt and turn window



Pivot window



Before you contact us:

- If you can do it safely, remove any loose broken glass which could be dangerous to others, and wrap it in newspaper before binning it.

Tell us:**Glass damaged**

- Is it single or double glazed?
- Where is window?
(which floor of the building, a communal window or one to your home)
- What type of glass is it?
(clear, wired, or obscure)
- What is window frame made of?
(wood, metal or plastic)
- Is your home secure?

Window frame jammed

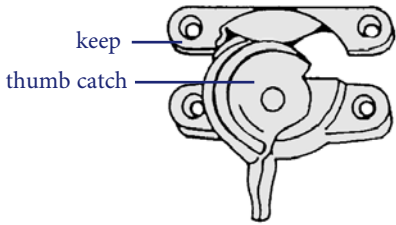
- What is frame made of?
(wood, metal, or plastic)
- What type of window is it?
(sash, casement, pivot or tilt window etc.)
- What is causing problem?
(rotten wood, hinges or sash cord broken)

- Is your home secure?

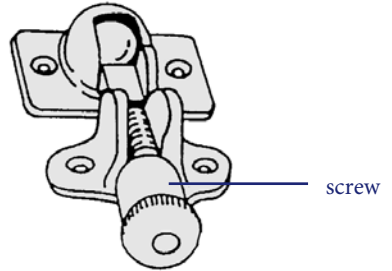


WINDOW FITTINGS

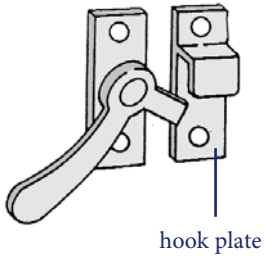
Fitch sash fastener



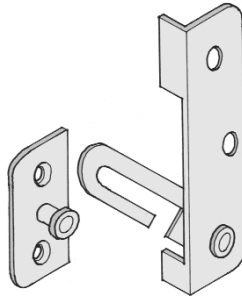
Brighton sash fastener



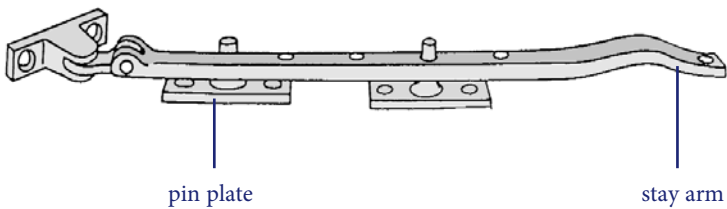
Casement fastener



Restrictor stay Restricts window opening



Casement stay



Before you contact us:

Tell us:

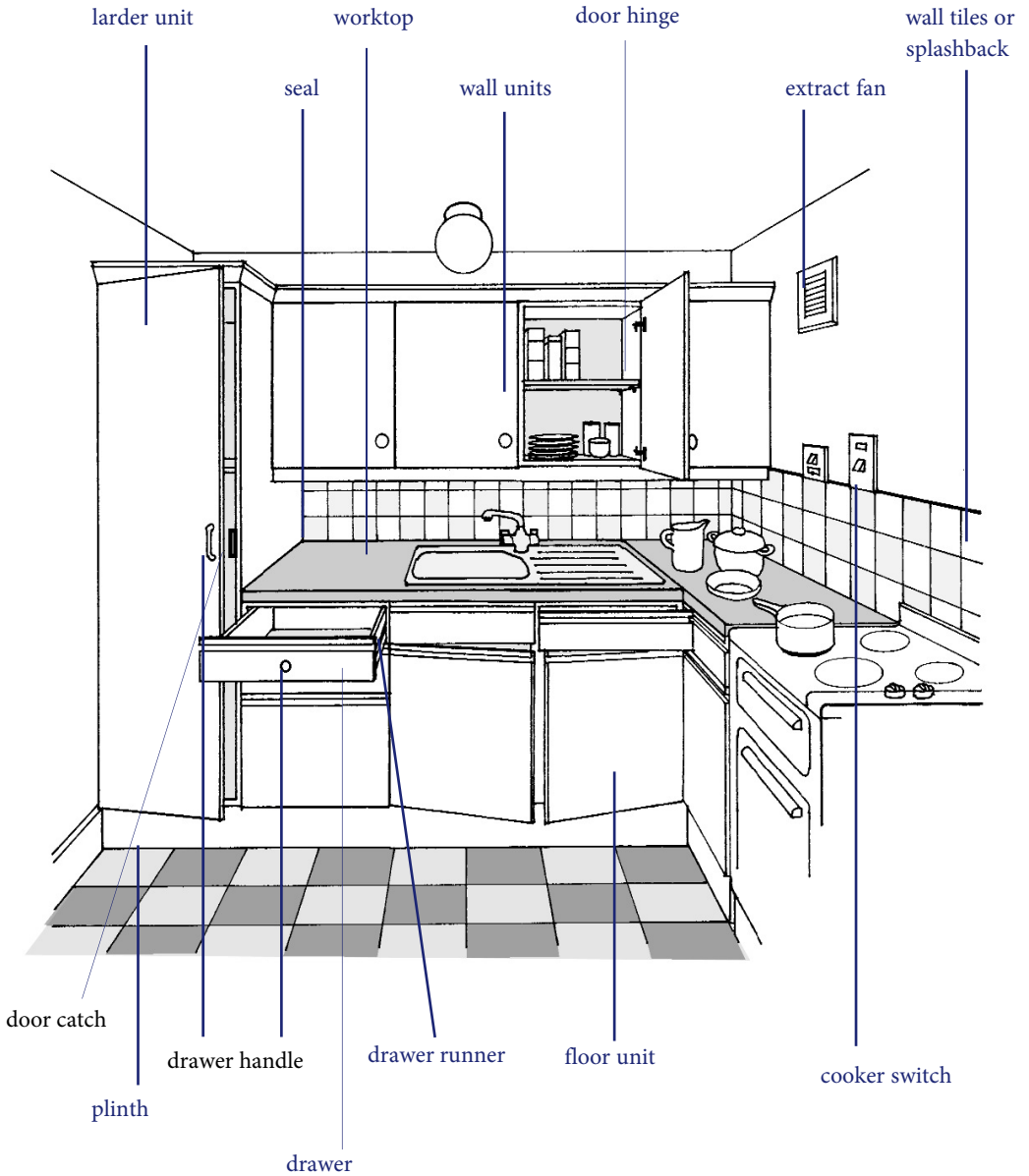
Window fittings defective

- What type of window is it?
(sash, pivot or tilt window etc
See diagrams page 35)
- What is frame made of?
(wood, metal or plastic)
- What part is defective?
(stay, catch, fastener, lock or lift etc
See diagram on page 37)
- Is your home secure?

WINDOWS



KITCHEN



Before you contact us:**Tell us:**

Damaged cupboard

- Which unit is affected?
(a corner unit, floor or wall unit, with single or double doors)
- What part is faulty?
- In what way is it damaged?
- Do you think it can be repaired or will it need to be replaced?
- What is it made of?
(wood, plastic or metal etc)
- What colour and size is it?

Doors and shelves

- What part is broken (door, hinge)?
- Is shelf in kitchen unit loose or broken?
- Is shelf in wall or floor unit?

Damaged drawer

- Is the drawer broken or sticking?

Worktop damaged

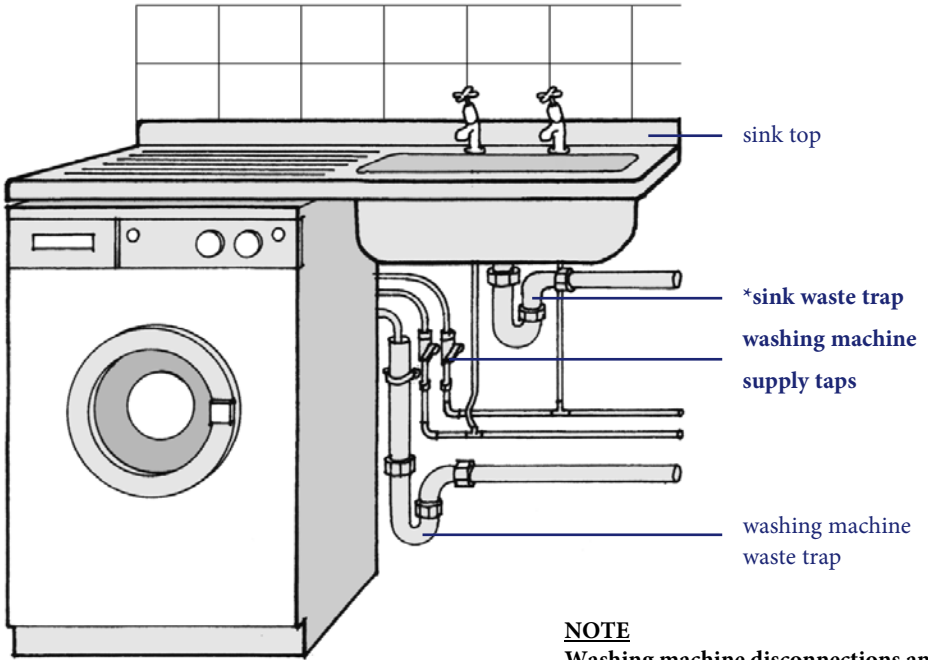
- Is worktop loose or broken?
- How did damage occur?

Damaged wall tiles

- Where are tiles?
- Are they broken, loose or missing?
- How many are affected?
- What size and colour are they?



WASHING MACHINE



NOTE

Washing machine disconnections and reconnections are tenants responsibility.

TAPS

Standard pillar tap



Modern pillar tap



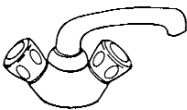
High neck pillar tap



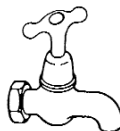
Lever tap



Mixer tap



Bib tap



Supatap



Before you contact us:

- Try to stop the leak causing more damage.
- Try to clear it yourself using a plunger. (See Helpful Tips page 4)
- Stop others using sink while blocked.

Tell us:**Washing machine blocked**

- Do you know what caused the blockage?

Waste trap leaking

- What type of waste trap is it?
- Is it leaking from the joint?

Sink unit leaking

- Where is leak coming from? (pipe, tap or waste pipe/trap)
- What is it made of (plastic, copper)?

Sink blocked

- Are other outlets affected?
- Is washing machine blocked?
- What caused the blockage?

Seal gone around sink**Sink tap dripping**

- What type of tap is it?

Sink top

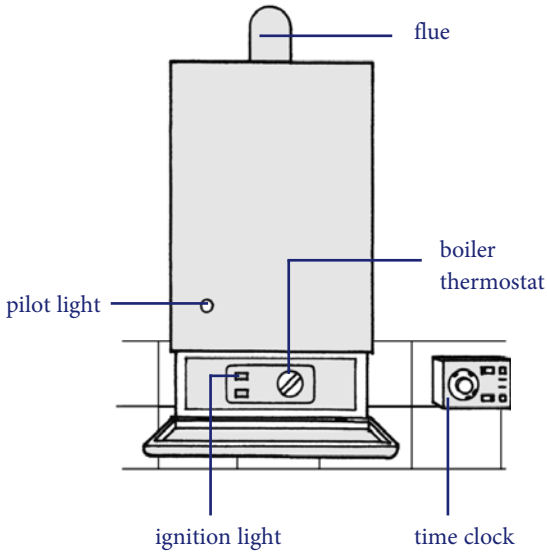
- Is sink top loose or broken?
- Is entire sink unit damaged?

Tap loose

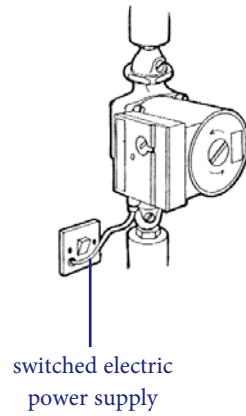
- What type of tap is it?



GAS BOILER

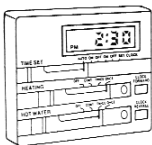


CENTRAL HEATING PUMP

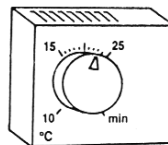


NOTE
Supply of gas and gas meter
is tenants responsibility.

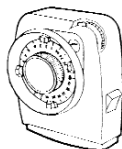
HEATING CONTROLS



**Digital
programmer**



**Room
thermostat**



**Clock
programmer**

Before you contact us:

- If electric, check that power is still on, and that meter is still in credit.
- If gas, check that pilot light is on.
- Check that boiler thermostat is set correctly.
- Check that clock or digital timer is set correctly (see Hint's and tips page 8 for help).
- Check that room thermostat is set correctly.
- Are other flats affected?
- If you have a warden or caretaker, contact them.
- Check that thermostatic valve is turned up enough (see diagram opposite).
- Try bleeding radiator. (See page 6 for help)

Tell us:**Central heating boiler faulty**

- Is it your only source of heat?
- Do you have hot water?
- Can you see manufacturer's name and what model it is?

Communal heating faulty

- Is this your only source of heat?
- Is there any hot water?

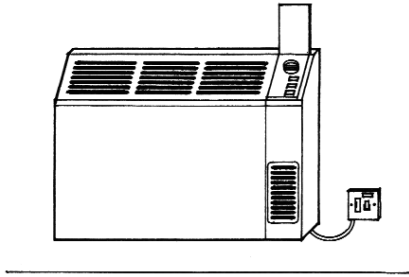
Radiator not heating up

- Is thermostatic valve turned up enough?
- How many radiators are affected?
- Is radiator warm at the bottom and cold at the top?
- Have you tried bleeding radiator(s) affected?
- Do you have hot water?

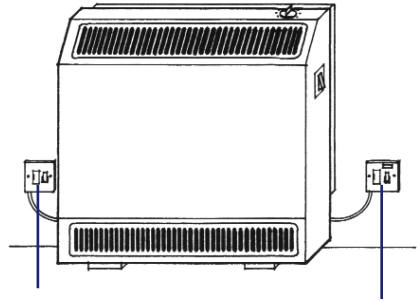


HEATERS AND RADIATORS

Wall mounted convector heater



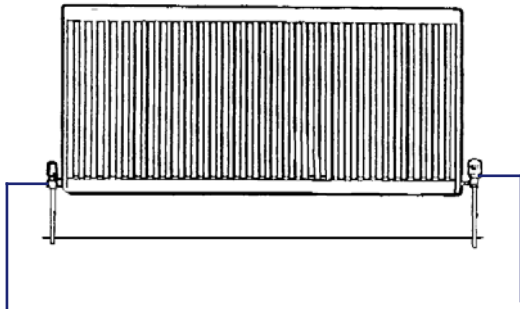
Storage heater with convector



Panel radiator

off-peak supply
for storage
heater

supply for
convector



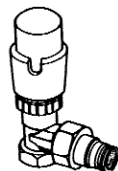
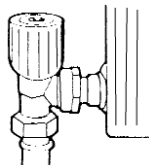
pre-set
balancing valve

radiator valve
(see diagrams below)

**Manual
radiator valve**

**Thermostatic
radiator valve**

RADIATOR VALVES



**Before you contact us:**

- Try to stop leak causing damage.
- Turn radiator valve off.
- If gas leak, do not smoke, use matches, or turn electrical switches on or off. Open windows. Ring National Grid on 0800 111 999
- Turn off any appliances that are causing fumes.
- Make sure heater is turned on at socket.
- Check thermostat is set correctly.
- If no power in rest of home, see page 6
- Check thermostat is set correctly.
- If faulty plug, see page 7

Tell us:**Radiator leaking**

- Where is leak coming from?
(Valve, pipe joint, radiator panel)

Fumes in room

- What is causing fumes?
- Has flue been cleaned recently?
- If the heating system is the cause, can you see manufacturer's name and the model?

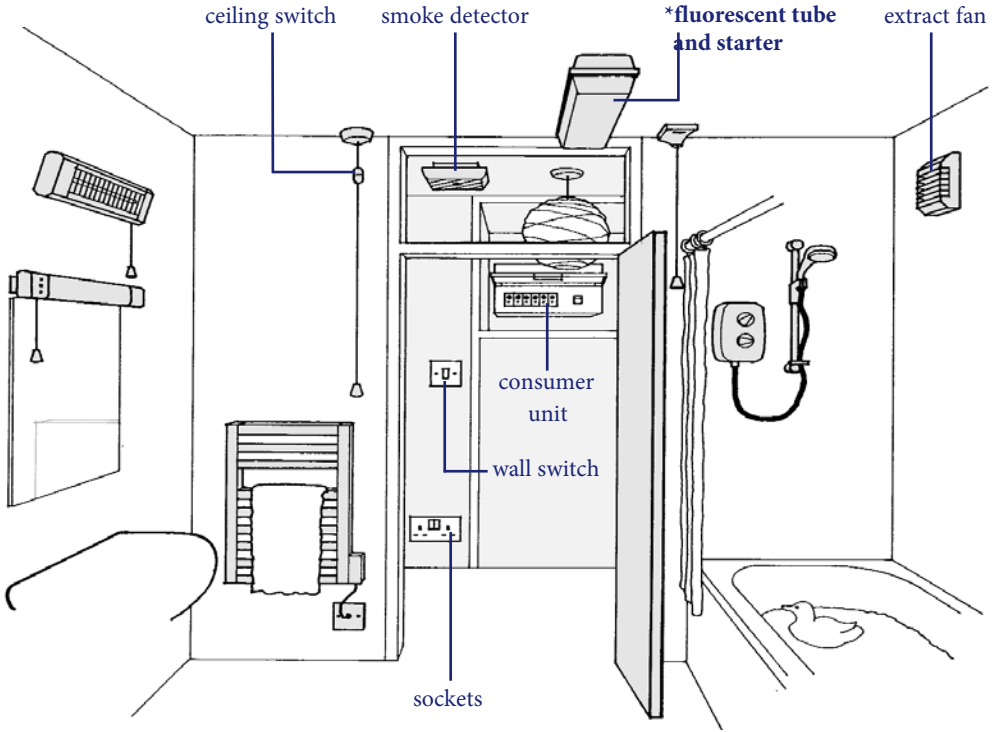
Storage heater defective

- How many heaters are affected?
- Where are they?
- What appears to be the problem?
- Can you see manufacturer's name and model number?

Radiant/convector heater faulty

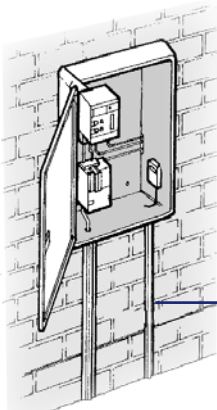
- What appears to be the problem?
- Can you see manufacturer's name and model?

ELECTRICITY



*Tenant responsibility

ELECTRICITY METER



*electricity supply

TRIP SWITCH

Replaces fuses in modern consumer units



NOTE

Electric supply and electric metre is tenants responsibility.

**Before you contact us:**

- Is fan switched on?

- If you have a coin or credit meter, check that it has credit on it.
- See if trip switch is activated or a fuse has blown on consumer unit. (See page 67-68 for help)
- Are your neighbours affected?
If so, contact your electricity company (check your electricity bill for the number).

- Do not touch fitting.
- Turn electricity off at consumer unit main switch.

- See if trip switch is activated or fuse has blown on consumer unit. (See page 6 & 7 for help)
- Has bulb blown?
- Are power sockets working?

Tell us:**Extract fan faulty**

- Where is fan?
- What type of fan is it?

No power at all

- Is yours the only property affected?
- Has trip switch been activated or a fuse blown on the consumer unit?

Electrical fitting smoking

- What fitting is it? (light, plug etc)
- Where is it located?

Light circuit failed

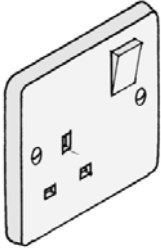
- Are power sockets working?
- How many lights are affected?
- Is light fitting causing the problem?
(the pendant, batten holder, wall or ceiling switch etc)

Fluorescent tube not working

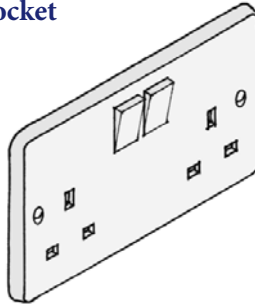
- What is the problem?
(tube flickers, broken etc)

PLUG SOCKETS

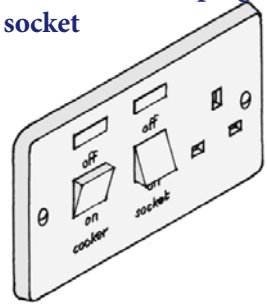
Single plug socket



Double switched plug socket



Cooker control plug socket

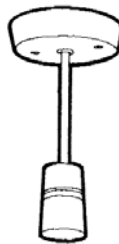


LIGHTING

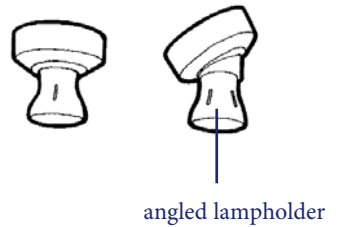
Ceiling pull switch



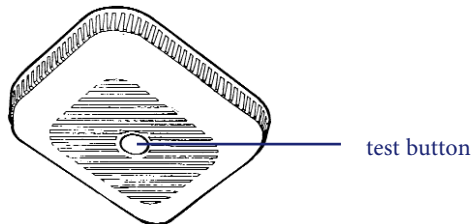
Pendant lamp holder



Batten lamp holders



SMOKE DETECTOR / SMOKE ALARM



Before you contact us:

- Is it appliance rather than power socket that is faulty?
 - Is trip switch activated or a fuse blown in the consumer unit?
(See page 6 & 7 for help).
 - Is there no power at all in your home? If so, see page 6 & 7.
-
- Resident's own appliance is resident's responsibility.
 - Is it power socket rather than appliance that is faulty?
 - Has fuse blown in the plug? If so, renew it with a suitably rated fuse.
 - Is trip switch activated or a fuse blown in the consumer unit?
 - Is there no power at all in your home? If so, see page 6 & 7.
-
- If it is battery operated, check batteries.
 - If you have a warden, contact them.

Tell us:**Plug socket not working**

- Are other power sockets working?
- Is trip switch activated or a fuse blown in consumer unit?

Appliance not working

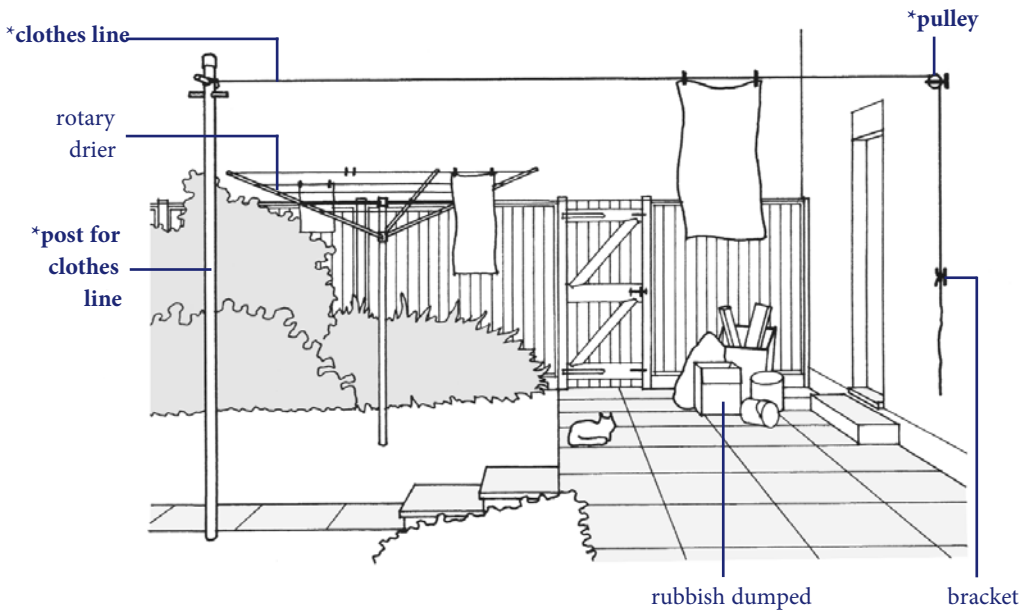
- Are other power sockets working?
- Is trip switch activated or a fuse blown in consumer unit?

Smoke detector defective

- Is it battery operated?
- Where is the smoke detector?
- What appears to be problem?



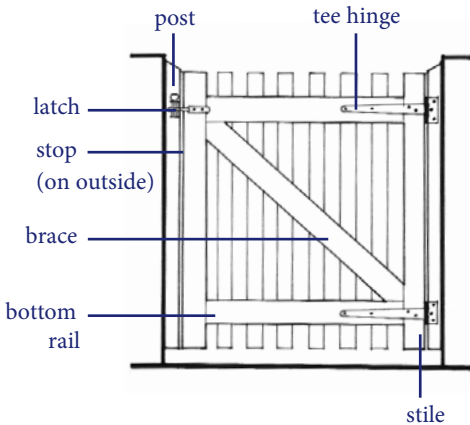
GARDEN



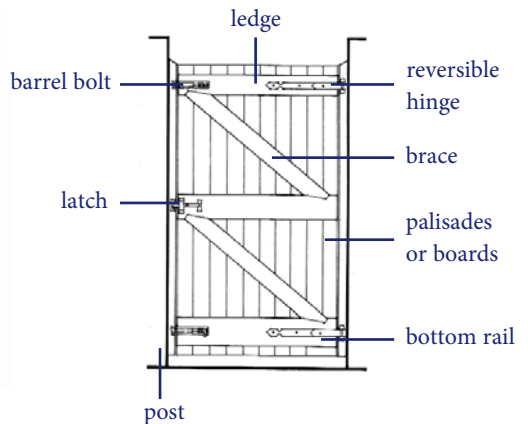
***Tenants responsibility**

GATES

Braced gate



Ledged & braced gate



Before you contact us:

- Your rubbish is your responsibility

Tell us:**Rubbish dumped in garden**

- What sort of rubbish?
- Who put it there?
- Is it hazardous?

Gate broken/rotten

- Where is gate? (front, side or rear)
- What type of gate is it?
(single or double etc.
See diagrams opposite)
- What is gate made of? (wood or metal)
- Does it need to be replaced
or resecured?
- Can work be done without you being in?

Gate jamming

- What is gate made of?
(wood or metal)
- What is causing it to jam?
(hinge broken etc.)

GARDEN

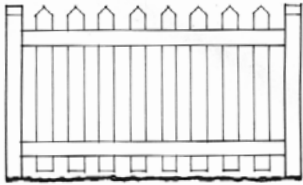


GATES

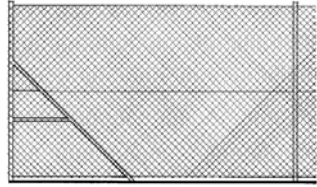


FENCES

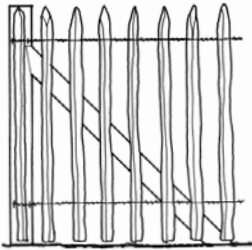
Palisade



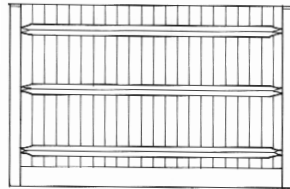
Chainlink



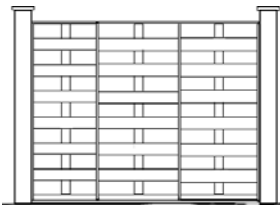
Chestnut pale



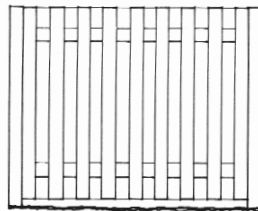
Close boarded



Interwoven



Hit & miss



Before you contact us:**Tell us:****Gate latch/bolt broken**

- What type of latch is it?
- What is gate made of?
(wood or metal etc)

Gate post rotten / broken

- What is post made from?
(wood or concrete etc)

Gate post stop defective

- What is gate post stop made from?
(wood or metal etc)

Fence dangerous/broken

- Where is fence?
(front, rear or side)
- What kind of fence is it?
(boarded, chestnut pale, timber palisade, ranch style etc)
- What are posts and panels made of?
(wood or concrete)
- Does it need to be replaced or resecured?
- Is it your own fence or shared with your neighbour?
- How many panels are affected or what is the length of affected fencing?
- Can work be done without you being in?

GATES

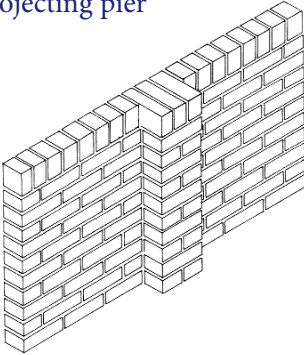


FENCES

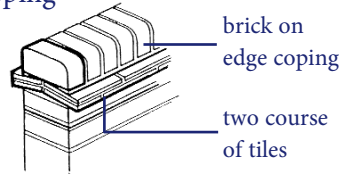


WALLS

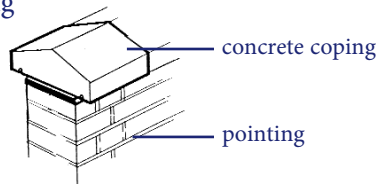
Half brick wall with projecting pier



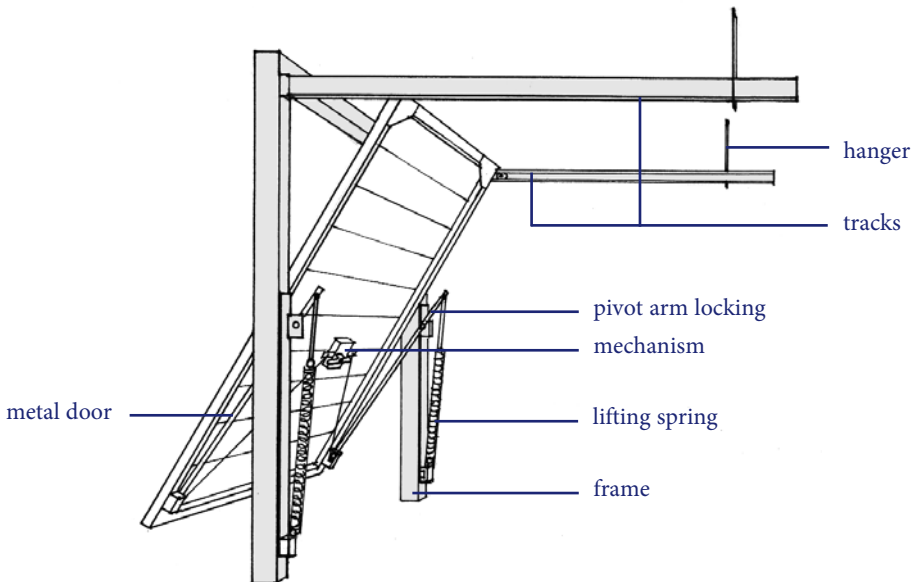
Wall with brick coping



Wall with concrete or stone coping



UP AND OVER GARAGE DOOR



Before you contact us:**Tell us:****Wall dangerous / collapsed**

- Is wall your own, or shared with a neighbour?
- What is wall made of?
(brick or concrete etc)
- What part of wall is damaged?
(pier, coping or pointing etc)
- What caused the damage?
- Can work be done without you being in?

GARDEN WALLS

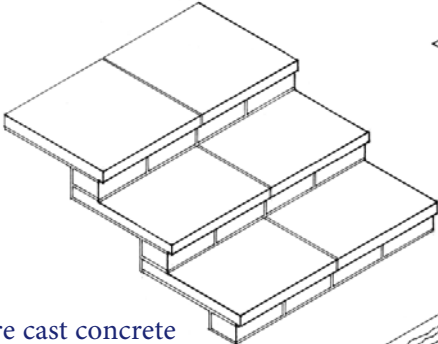
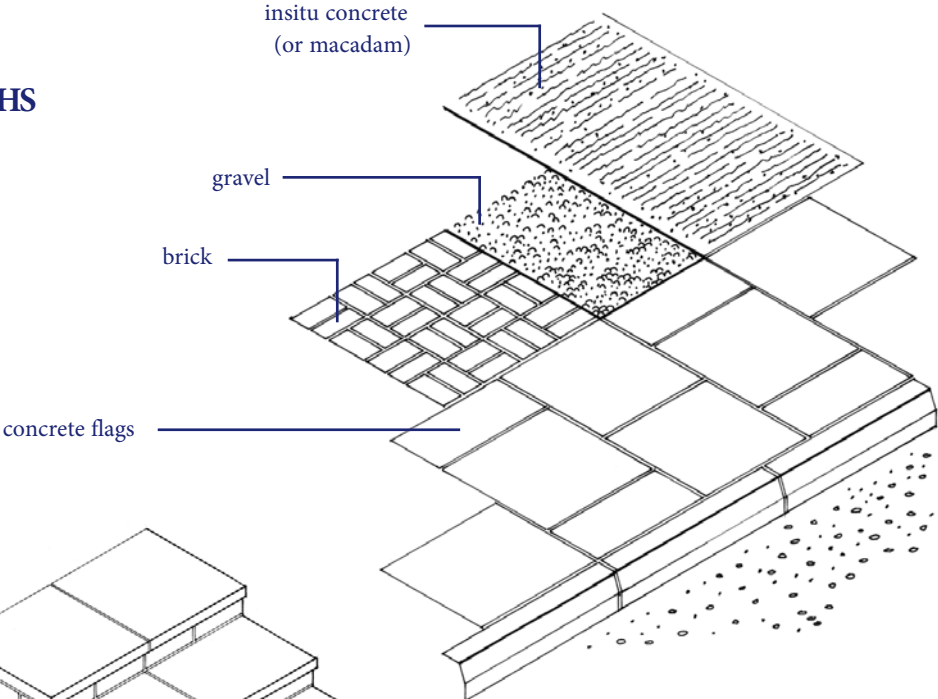
**Garage door faulty**

- What type of garage door is it?
- What is door made from?
(wood, metal etc.)
- What is the problem?
(door or frame is loose, damaged or off mechanism, lock is broken or keys are lost etc)

GARAGES

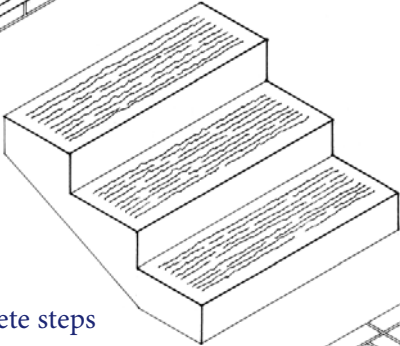


PATHS

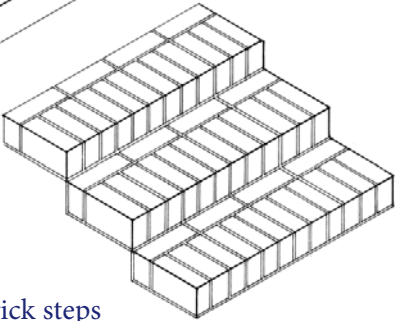


Pre cast concrete steps on brick

STEPS



Insitu concrete steps



Brick steps



Before you contact us:

- If dangerous, warn others.

- If dangerous, warn others.

Tell us:

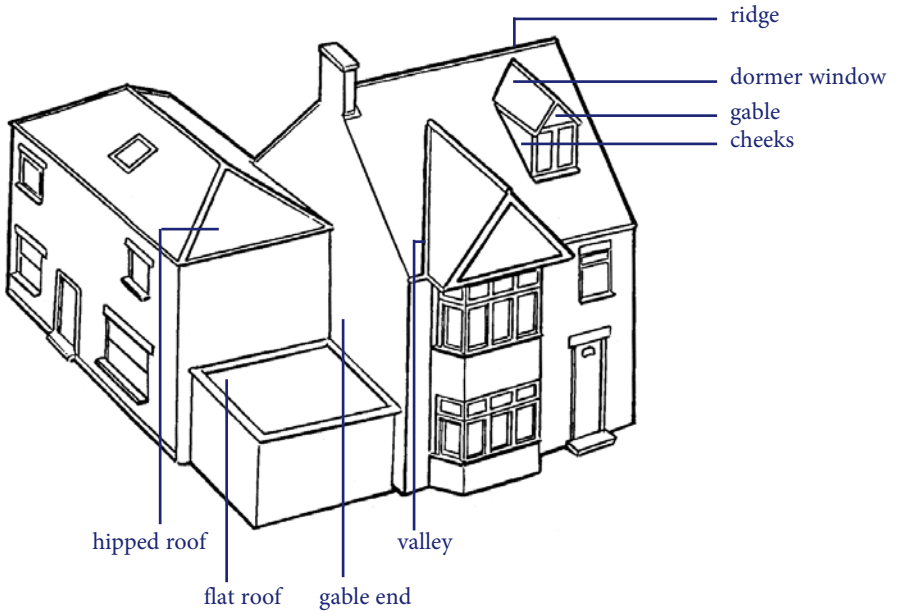
Paving damaged

- Where is path?
(front, rear or side)
- What type of path is it?
(flag, concrete etc)
- What is wrong with path? (paving stones/flags are broken or loose etc)
- Does gravel path need relaying?
- Are paving stones/flags square or rectangular?
- How many are affected?
- Is it hazardous?

Steps broken

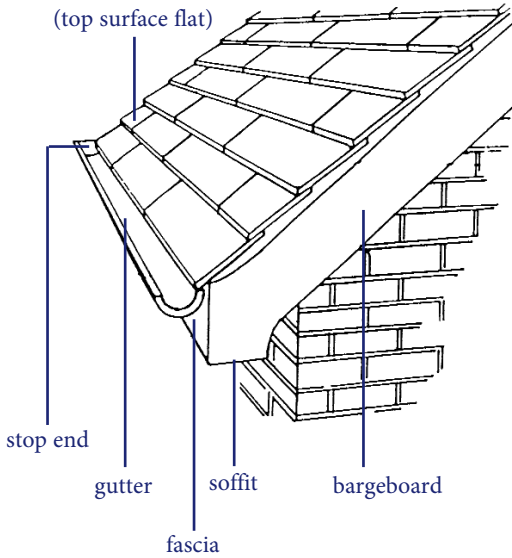
- Where are steps? (front or rear)
- What are steps made of?
(concrete, brick, etc)
- How many steps are affected?
- Is it hazardous?
- Can work be done without you being in?

ROOFS

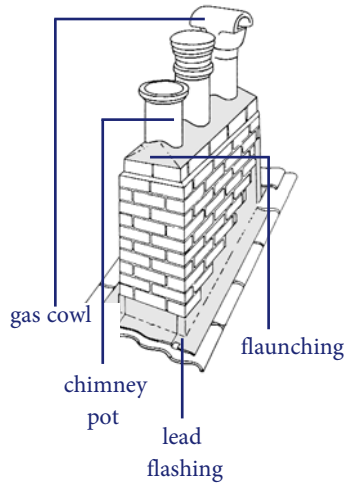


PITCHED ROOF

slate or plain tiles



CHIMNEY STACK



Before you contact us:

- If electrics are affected by water leakage, do not touch, and turn electricity off at consumer unit main switch.
 - If there is leakage, try to stop water causing more damage.
 - If it is dangerous, warn others.
-
- If electrics are affected by water leakage, do not touch, and turn electricity off at the consumer unit main switch.
 - If there is leakage, try to stop water causing more damage.
 - If it is dangerous, warn others.
-
- If it is dangerous, warn others.

Tell us:

Tiles/slates broken

- What type of roof is it? (slate, tile etc)
- If roof is tiled, which type of tile? (plain or interlocking)
- Are they missing, broken or loose?
- Which part of the roof is affected?
- How large is area affected?
- Is roof leaking?
- Does it need a tarpaulin?
- Are electrics affected?

Flat roof damaged

- What type of roof is it? (felt, asphalt or lead etc)
- Which part of roof is affected?
- How large is affected area?
- Is roof leaking?
- Are electrics affected?

Chimney stack damaged

- Which part is affected? (stack, pot or flashing etc)
- Is it damaged, loose or missing?
- Is chimney shared?
- Is it dangerous?

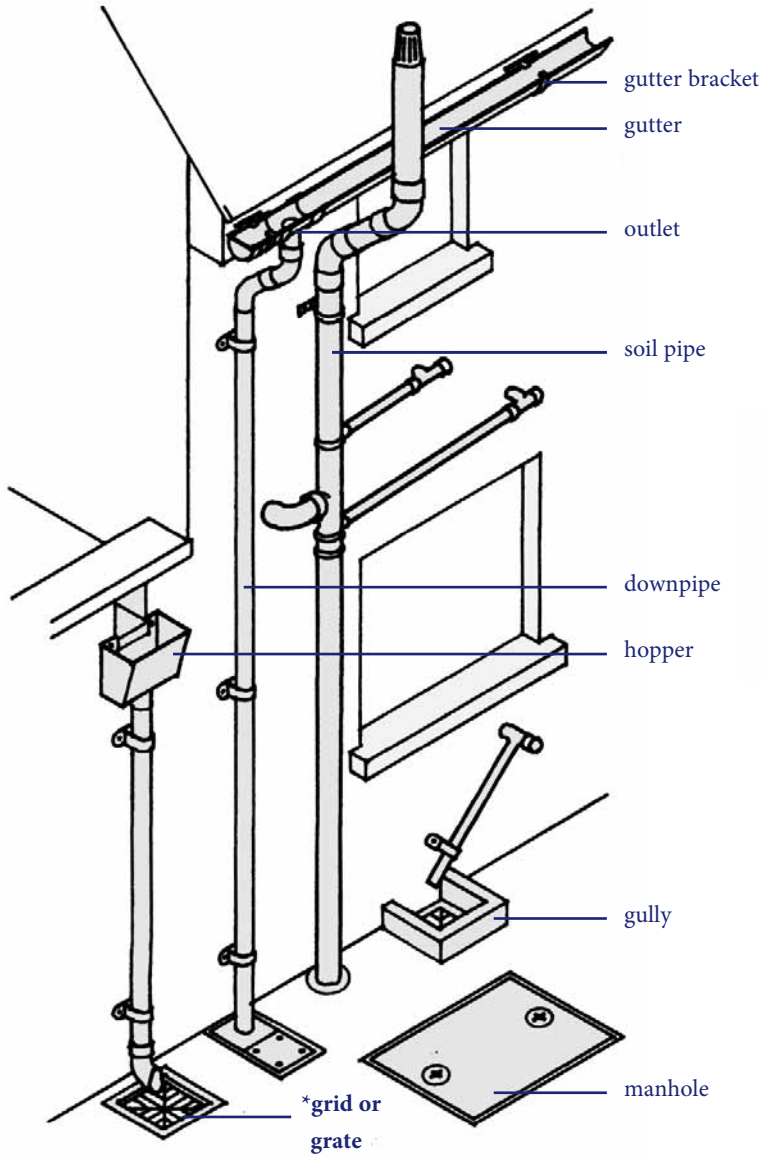
ROOFS



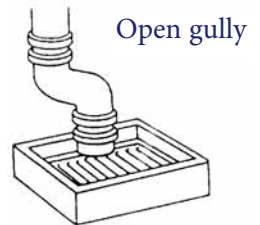
CHIMNEY



GUTTERS, DOWNPIPES AND DRAINS



GULLIES



*Tenants responsibility



Before you contact us:

- If dangerous, put something over it to alert others to the danger.

Tell us:

Manhole cover defective

- Where is it?
- What is the problem?
(loose, broken or missing)
- Is the frame damaged?
- Is it dangerous?

Manhole overflowing

- Where is it located?

Gully cover defective

- Where is it?
- What is the problem?
(loose, broken or missing)
- Do you think it can be refixed or does it need to be replaced?
- What is it made of?
- What size is it?

Gutter overflowing

- Where is the overflow coming from?
(gutter, hopper, pipe etc)

Gully blocked

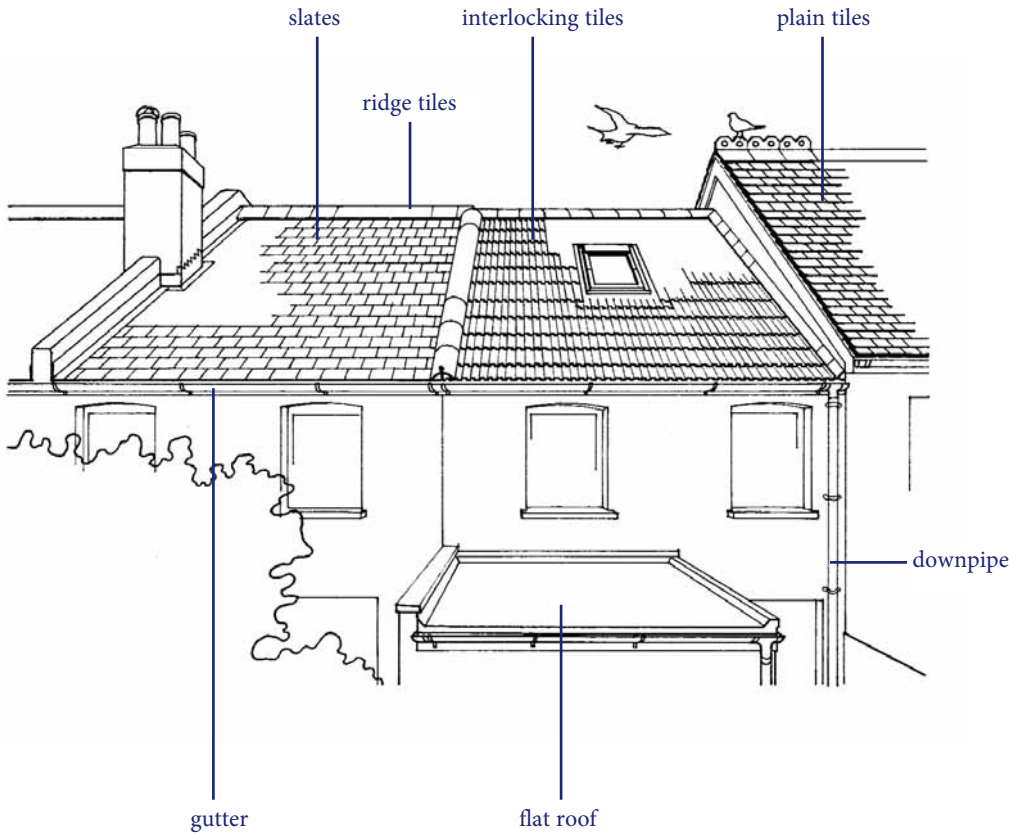
- What is blocking the gully?

Drains blocked

- What is blocking the drain?
- Is the soil pipe blocked?

- Try to clear any leaves or other rubbish yourself with a stick.

ROOFS AND DRAINS



Before you contact us:

Tell us:

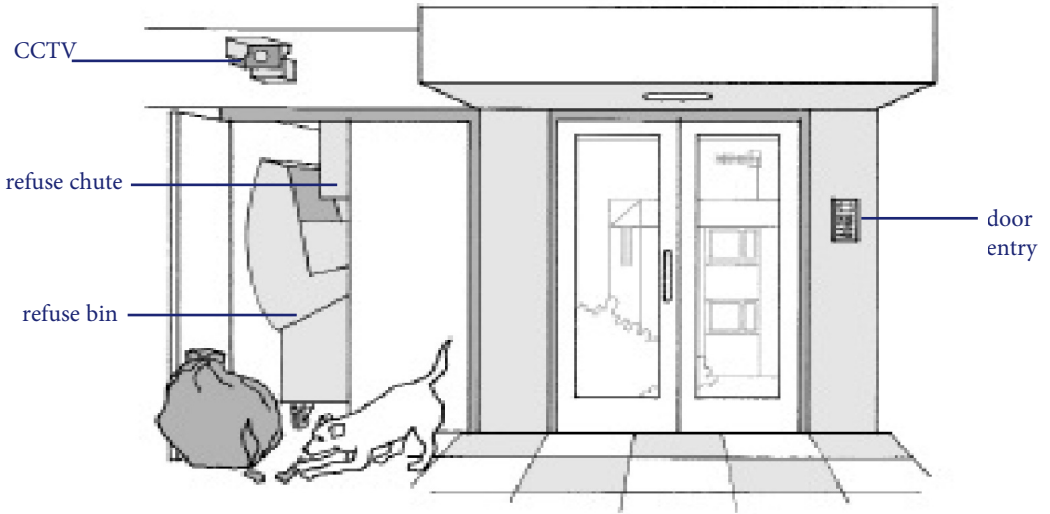
Guttering/downpipe defective

- What is affected?
(gutter or downpipe)
- What is the problem?
(guttering or downpipe is blocked, cracked, loose etc)
- If it is leaking, can you tell where from?(joint, hopper or pipe etc)
- What is it made of?
(metal, plastic etc)
- Can it be refixed or does it need to be replaced?

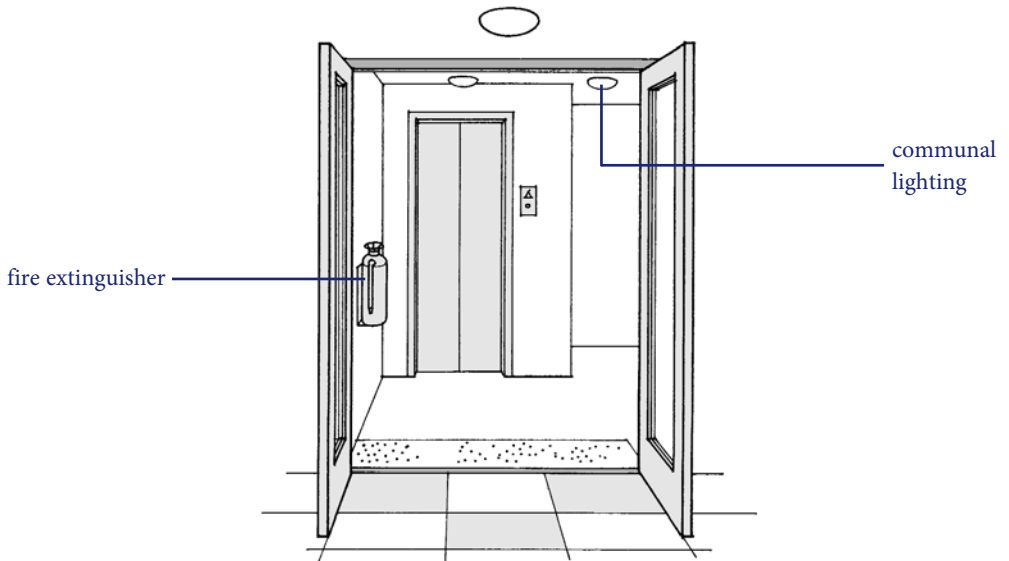
DRAINS



EXTERNAL COMMUNAL FACILITIES



INTERNAL COMMUNAL FACILITIES



Before you contact us:

- If door is jammed, see page 34
- Is power cut causing the problem?
If so, contact electricity company

Tell us:**Door entry faulty**

- Has whole system failed, or is only your home affected?
- Is fault at entrance or your phone?
- Is door jammed?

Emergency lighting faulty

- Which lights are affected?
- Is it failing to turn off or not coming on?

Communal lighting faulty

- Which lights are affected?
- Is it on all the time?
- Does it not come on at all?

Rubbish chute faulty

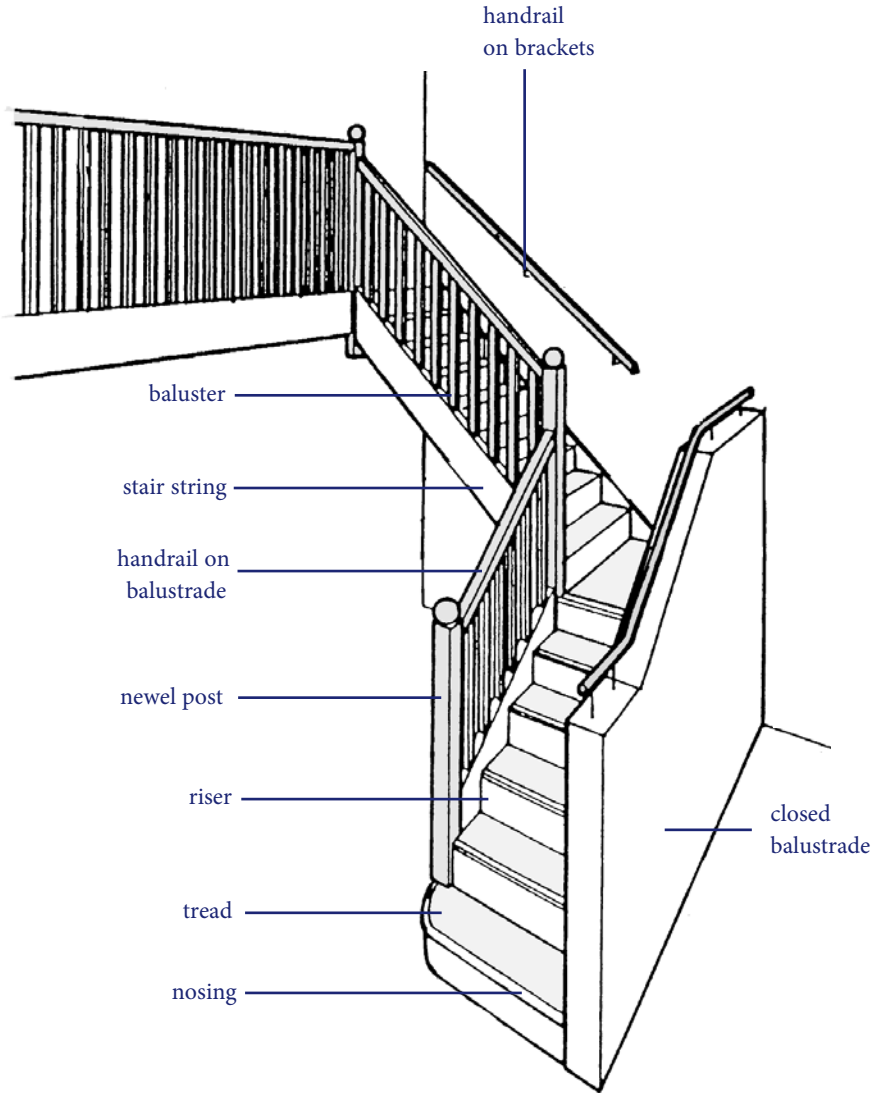
- What is wrong?
(chute is blocked, broken etc)

Services

- Is fire alarm ringing?
- Is CCTV faulty?
- Is there a problem with the communal TV aerial?



STAIRS



Before you contact us:

- If hazardous, warn others.

- If hazardous, warn others.

Tell us:

Loose tread

- Is it inside your home or a communal staircase?
- How many are affected?
- What are stairs made of?
(wood, concrete etc)

Loose floorboard

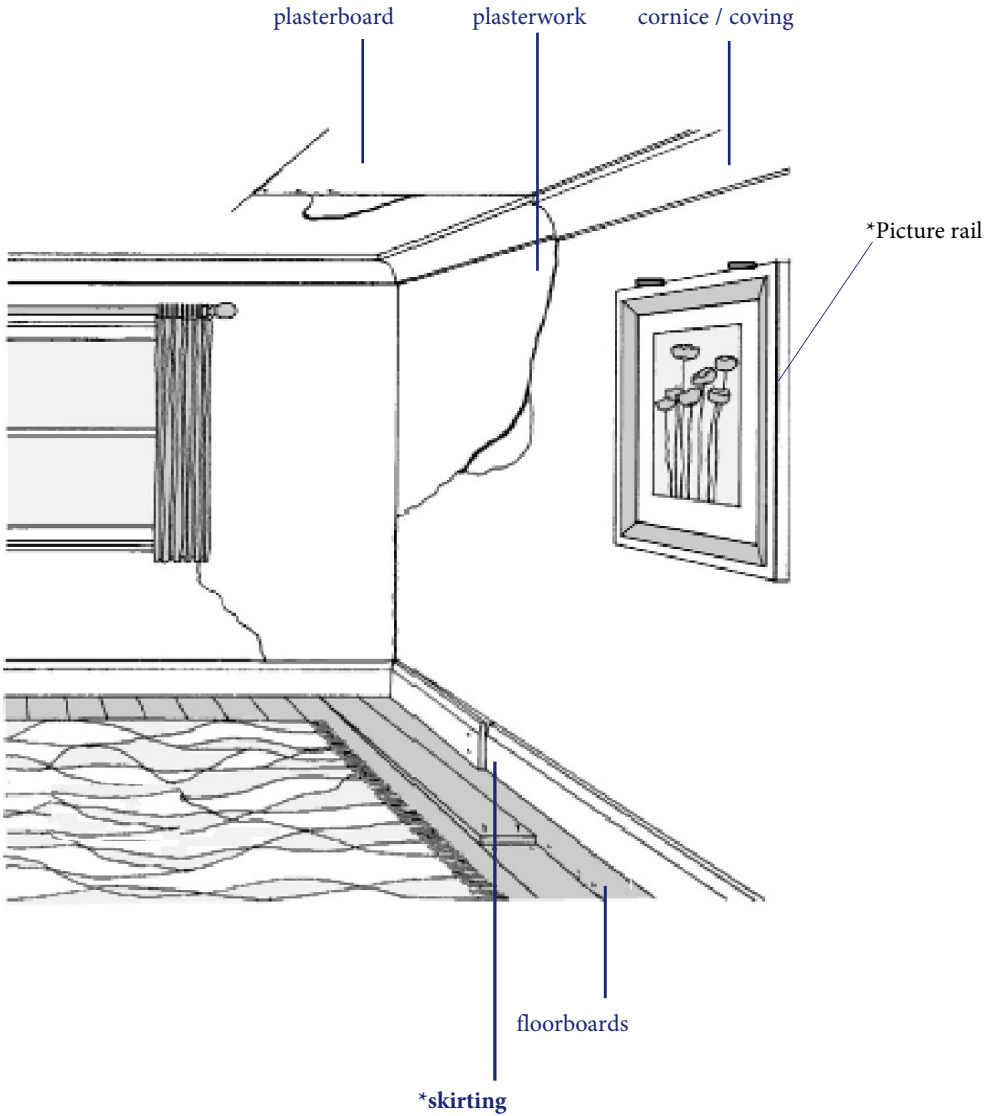
- Is it inside your home or a communal area?
- What is the rough size of affected area?

Handrail or balustrade defective

- Is it inside your home or a communal area?
- Which part is affected?
(handrail, post, individual baluster, bracket etc)
- Can it be refixed or does it need to be replaced?



WALLS AND FLOORS



***Tenants responsibility**

Before you contact us:

- Infestations are usually your responsibility. For further information, please refer to the following webpage <http://www.leicester.gov.uk/your-environment/pollution-and-pests/pest-control>

Tell us:

Floorboards

- Are floorboards loose or broken?
- If broken, is wood crumbling or rotting?

Plaster repairs

- Is there a crack in the plaster or is a patch damaged?
- Where is the damage? (wall, ceiling, door or window frame, coving?)
- How large is the affected area?

Vermin

- Have you seen mice or mouse droppings?

