

*This publication is currently
being reviewed and an updated new
version will be printed shortly.*

Hounslow Homes

Managing quality homes for  Hounslow

Reporting your Repairs



FREEPHONE
0800 085 65 75

Useful telephone numbers

NAME	NUMBER
Repairs Call Centre	Freephone 0800 085 65 75
Hounslow Homes out of hours emergency	020 8583 2222
Gas Emergency	0800 111 999
Electricity	
Water Board	
Local Police Station	
Doctor	
Dentist	

Please note that all calls to the Repairs Call Centre are recorded

Hounslow Homes is committed to providing a good housing service. We intend to get repairs done on time.

To do this we need your help by giving us as much information as possible. We hope this booklet will help you and us deal with repairs efficiently.

Please read this booklet now for general guidance and use it when you report your repairs in the future.

If you need assistance with this booklet, help is available from the Translation Unit on 020 8583 2299.



اس دستاویز میں آپ کو اپنے گھر کی مرمتیں رپورٹ کرنے کے بارے میں بتایا گیا ہے۔ اگر آپ اس دستاویز سے متعلق مدد حاصل کرنا چاہتے ہیں تو اس نمبر پر ٹیلیفون کیجئے 020 8583 2299 'اور' ہاؤسنگ 33 'کا حوالہ دیجئے۔

આ દસ્તાવેજમાં તમારા સમારકામો જણાવવા સંબંધી વિગતો આપેલ છે. જો તમને આ વિગતો સમજવા માટે મદદ જોઈતી હોય તો, આ નંબર પર સંપર્ક કરો: 8583 2294 અને સાથે હાઉસિંગ નંબર 33 જણાવો.

ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਘਰਾਂ ਦੀ ਮੁਰੰਮਤ ਲਈ ਰਿਪੋਰਟ ਕਰਨ ਬਾਰੇ ਦੱਸਦਾ ਹੈ। ਜੇਕਰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝਣ ਲਈ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ 020 8583 2297 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਹਾਊਸਿੰਗ ਨੰਬਰ 33 ਦਾ ਹਵਾਲਾ ਦਿਓ

Waraaqdani waxay kuu sheegaysaa soo sheegista waxyaabaha kaa jaba ama samayn u baahan. Haddii aad taageero uga baahantahay waraaqdan lasoo hadal 020 8583 2520 adigoo u sheegaya housing 33

यह दस्तावेज़ आपको घरों की मुरम्मत की रिपोर्ट करने के बारे में बताता है। यदि यह दस्तावेज़ समझने में आपको मदद चाहिए तो कृपया 020 8583 2520 पर फ़ोन करें और हाउसिंग नंबर 33 का हवाला दें।

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Gas problems can range from pilot lights in heating systems not staying on, to gas escapes. In the case of a pilot light which has gone out, most appliances will have instructions printed on them as to how you can try to relight it. If you are unable to do so, report your repair stating the type of appliance and, if possible, the model name.

Have you checked your key meter is in credit?

GAS ESCAPES

Gas escapes are obviously very much more serious and require some immediate attention by you as the occupier. If you can smell gas, follow these simple steps:

1. Turn off the gas supply

The main gas on/off lever can be found next to your gas meter. You should locate this immediately and let other family members know where it is before you have a problem.

2. Open windows and doors

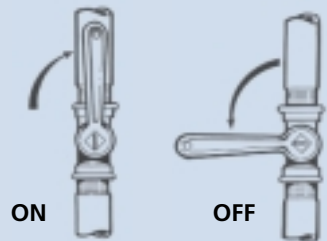
This will allow any gas which has built up in the house to disperse.

3. Do not turn on or off any lights/sockets or light any matches

When light switches, etc. are used, this can often generate sparks which could be enough to ignite any escaped gas in the air.

4. Ring British Gas Transco Immediately

If you have a problem with gas



PLEASE REMEMBER
IF YOU HAVE ANY
SUSPICION OF A GAS
ESCAPE, CALL THE GAS
EMERGENCY FREEPHONE
ON 0800 111999
AT ANY TIME

You are responsible for . . .

Hounslow Homes will **not** take responsibility for the repair or replacement of any installations, if the following applies:

- If the repair or replacement has become necessary through the fault of the tenant, their family or visitors.
- If the installation has not been fitted by the Hounslow Homes.

If we have to carry out repairs - for example, because of safety issues - the costs will be recharged to you.

You, the tenant, are responsible for the following type of repairs:

- the supplying and fixing of all plugs and chains to sinks and basins and WC pull chains.
- supplying and fixing of WC seats other than fair wear and tear. Fixtures and fittings e.g. curtain rails.
- light bulbs, fluorescent tubes and starters, plugs connected to appliances.
- glass in internal walls, doors or cupboards. Improvements, alterations and works carried out, or equipment provided voluntarily, by you or by previous tenants. Fences (but if you have children under 5, Hounslow Homes may repair your fence if it adjoins a main road).
- internal decorations (except in certain specific circumstances). Individual rotary drivers.
- cookers, refrigerators and washing machines (including installation of washing machines).

If you lose your key you will have to pay the full cost for fitting a new lock and the keys supplied.

If you are a Leaseholder, the Repair Responsibilities described will not apply to you. To find out Hounslow Homes' responsibilities please consult your lease or Leaseholders Handbook.

If Hounslow Homes carries out repairs which are your responsibility we will pass the charge on to you

We are responsible for . . .

Hounslow Homes is responsible for repairing the structure and outside of the building and the fixtures and fittings we have provided within the building (for fair wear and tear only).

This includes . . .

Outside

Windows
Steps
Decorating
Doors
Drains
Garages
Roofs and walls
Refuse Chutes
Outside toilets
Paths (only if in a dangerous condition)
Gutters and rainwater pipes
Chimneys (not sweeping)
Brick built store sheds we provided

Inside

Basins/baths
(fair wear and tear)
Floors and ceilings
Walls
Doors
(unless removed by you)
Flushing cisterns
Sinks
Toilets

Keeping in good repair and working order:

Boilers	Lifts
Entryphones	Sockets & light fittings
Fireplaces	Wiring
Water heaters	Fences (but only if you have children under five and it adjoins a main road or railway - if you wish to repair your fence you should consult us first)
Waste pipes	
Communal stairs	
Communal TV aerials	
Fires, heaters and radiators provided by Hounslow Homes	
Communal rotary driers provided by us	
Extractor fans that we have installed	
Gas and water pipes	

How and where to report your repairs

Repairs Call Centre
Freephone
0800 085 65 75

If you report a repair, which is not Hounslow Homes' responsibility, you will be advised to arrange for the repair to be carried out yourself.

You can report any repairs that require attention by calling the Repairs Call Centre on 0800 085 65 75 between the hours 8am to 8pm Monday to Friday and 9am to 12noon Saturdays. (please note that the Call Centre has a policy of recording all telephone calls).

Whenever you report a repair or ask someone to report it on your behalf, please be ready to give the following information:

- your name and address
- a daytime telephone number where you may be contacted if necessary
- a time when someone will normally be at home to enable an inspection/repair to be carried out
- as much detailed information about the repair as possible.

If you have an emergency outside office hours such as a burst water tank or total electricity failure, you can report this by ringing: 020 8583 2222

Please note that work carried out as an emergency will normally only 'make safe' and restore essential services until a full repair can be carried out

Remember

We use a 'queueing' system which means you will sometimes have to join a queue of callers.

We do staff the service to meet high demand times but you might wish to avoid mornings and especially Mondays if your call is not urgent.

Remember:

- hold on
- be patient
- we will answer your call as soon as possible

If you put down the phone you will be at the end of the queue when you phone back.

Delays

Your repair may be delayed if:

- an inspection is needed before repairs are done
- you give the wrong information, and Hounslow Homes sends the wrong operative
- your repair needs a new part which is not in stock, and must be ordered or specially made.
- the works are included in a pending planned maintenance scheme (for example, renewal of windows).
- a number of operatives from different trades are needed.
- you do not keep an appointment.

Out of Hours Emergency Repairs

Out of hours emergency repairs are often “make safe” only. Follow on repairs are ordered on the next working day on the relevant priority.

We consider the following work should be treated as an emergency:

1. Gas leaks - see page 1.
2. Burst pipes and other water supply failures which **cannot be contained** and are causing damage to the property.
3. Blocked drains causing flooding inside or outside your home or causing the toilet to overflow when flushed and no other WC is available in the property.
4. The roofing of your home has either failed or been damaged causing internal damage to your home so it is **not habitable** as a result of the roof failure.
5. Fire or storm damage, which results in the property needing boarding up or other work to make it safe and wind and weather tight.
6. Missing or dangerous main drain covers.
7. If the electricity supply in your home has failed, **you are advised to try and reset the tripswitch/fuses with all appliances disconnected. Also, if you have a key meter, check it to ensure it is in credit.** If the supply cannot be restored, contact the emergency number. A power cut which affects your home and adjoining properties is not classed as an emergency.

Please check with your neighbours first before reporting the problem.

NOTE: If the failure is found to be due to your own appliance being faulty (i.e. fridge, cooker, electric kettle, etc.) you will be recharged with the cost of the call out.

8. Overheating electrical switches, sockets or light fittings but not plugs or appliances which should be disconnected and switched off.
9. If your heating system has failed completely during the period October to April and there is someone living in your home who is over 60 and retired or is less than 3 years old or who is chronically sick or disabled we might supply alternative heating if we are unable to effect an immediate repair.
10. Complete failure of internal communal lighting to entrance halls, landings and staircases but not replacement of single bulbs or tubes.
11. Regaining entry where you have lost your key - **the cost of this work will be rechargeable to you in full.**

Repairs by appointment

IF YOU WANT TO FOLLOW UP A REPAIR WHICH IS OUTSTANDING PLEASE CONTACT THE CALL CENTRE 0800 085 65 75

All calls to the Centre are recorded

Repairs by appointment

When you report a repair you will be given a job number and an appointment date to suit you. In some instances you may be given two dates. The first date will be for the operative to visit and specify which materials will be required to carry out the repair. The second date will be for completion of the repair. You can have a choice of weekday morning or afternoon appointments. How soon we will be able to call will depend on the type of repair and the demand for the day and time you choose.

We aim to keep all of our appointments. If, however, it is necessary to cancel and rearrange your appointment, we will ring you by 9am at the latest on the day of your appointment. If you are unable to keep your appointment please inform the Call Centre immediately. If you do not inform the Call Centre and an operative calls to keep the appointment, they will leave a card informing you that the job is to be cancelled. You will then need to ring the Call Centre to have the job re-raised and arrange new appointment dates.

In the case of emergency orders you must stay in. If you are out when the operative calls the order will be cancelled (you will be advised of this on the 'call card').

Safety Matters

When a member of the Hounslow Homes repairs staff visits your property, remember to check their identity and if in any doubt do not let them in and immediately ring the Call Centre.

You will also be sent notification when any programmed maintenance work is to be carried out on your property, e.g. external painting, central heating servicing

Rechargeable Repairs

Paying for rechargeable repairs

If a repair has become necessary through your fault or that of your family or visitors we will recharge the cost to you. Your charge will include administration fees and VAT. It is possible to pay for recharged repairs by instalments. You might be able to claim back the cost of getting a rechargeable repair done through your personal Contents Insurance. It is up to you to check your policy details to find out whether you are covered for accidental damage.

Insurance

Hounslow Homes strongly advises all tenants to take out Household Contents Insurance. Many Hounslow Homes tenants mistakenly believe that their furniture, belongings and decorations are automatically insured against theft or damage from fire or burst pipes. THIS IS NOT THE CASE and unfortunately some people realise this only after the damage has been done. If you do not have Contents Insurance you should seriously consider getting some.

Hounslow Homes runs a scheme you might wish to choose. Payments can be made in your rent as a small weekly charge.

If you would like to find out more ring 020 8583 3792.

If things don't go right

If you are not happy with the service you receive you can make further enquiries or a complaint as follows.

Contact the Call Centre which is best placed to rectify quickly any problems. The Call Centre may be unaware of problems and their fast intervention can often resolve them

At Hounslow Homes we are committed to providing high quality services to our customers. We know that some times we will get this wrong and when this happens we want you to tell us about it so we can put things right. If you are unhappy with the response from the repair call centre you can:

- call a Complaints Officer
on 020 8583 3737
- send a letter to
Call Centre Complaints Team
Hounslow Homes
Ashmead Road
Feltham Road
Middlesex
TW14 9NN
- email:
complaints.team@hounslowhomes.org.uk

You can also fill out a complaints form. These are available at all our district and neighbourhood office reception areas or online at www.hounslowhomes.org.uk

The Complaints Officers will arrange for the manager responsible for the service to reply to you. We will confirm receipt of all complaints and write to you to let you know when to expect a reply. This will normally be within two weeks of the date that you first made your complaint.

If we have failed to carry out a repair to your home, in certain circumstances you may be able to claim for compensation.

In some cases Hounslow Homes can allow rent reductions.

How much and for how long will depend on whether:

- you lost some facilities (such as hot water) in your home for a long period, and/or
- part of your home could not be lived in because the repair had not been done.

In both cases, Hounslow Homes has to be satisfied that you suffered substantial inconvenience, loss or discomfort.

District heating - you can apply for a reduction of the charge if there is a breakdown in the heating service of three days or more.

Is it damp?

... or could it be condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder it cannot hold all of the moisture and tiny drops of water appear. This is condensation. You notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath or shower.

Condensation occurs mainly during cold weather, whether it is raining or dry. It does not leave a 'tidemark'. It appears on cold surfaces and in places where there is little movement of air.

A tell-tale sign of condensation is misting and water droplets on windows.

First steps against condensation

Wipe condensation off windows, doors and cills every morning. Wring out the cloth rather than drying it on a radiator.

Try to produce less moisture

Cooking: Cover pans when cooking and do not leave kettles boiling.

Washing clothes: Put washing outdoors to dry if you can or put it in a room with the door closed and the window open or fan on. If you have a tumble drier make sure you vent it to the outside (unless it is a self-condensing type).

Paraffin and portable gas heaters: These heaters put a lot of moisture into the air. If you have a dampness problem these heaters should not be used.

Ventilate to remove moisture

Ventilation is needed to get rid of moisture being produced all the time, including that from people's breath. Keep a small window ajar or a ventilator open when someone is in the room.

Ventilate unheated rooms for short periods (10 to 15 minutes) each day. On cold or wet days, keeping windows or vents open for long periods, when rooms are not used may only make the room colder and the air damper, which may increase condensation.

You need much more ventilation in the kitchen and bathroom when cooking, washing up, bathing and drying clothes. When using the kitchen and bathroom close their doors to help stop moisture reaching other rooms.

Ventilate cupboards and wardrobes. Avoid putting too many things in them, as this stops

air circulating. Try to leave space between furniture and the wall so that air can circulate and position furniture beside internal walls rather than outside walls.

Heat your home a little more

In cold weather, the best way to avoid condensation is to keep low background heating on all day, even when there is no one at home. This is very important in flats and bungalows where bedrooms are not above a warm living room. If possible, install a small heater in each bedroom. The thermostat type will help control heating and costs.

Dehumidifiers will help reduce condensation in warm rooms, but are of little use in cold damp rooms.

Treating mould growth

To kill and remove mould, wipe down walls and window frames with a fungicidal wash which carries a Health and Safety Executive approval. Follow the manufacturer's instruction precisely.

Dry-clean mildewed clothes, and shampoo carpets. Disturbing mould by brushing or vacuum cleaning can increase the risk of respiratory problems.

After treatment, redecorate using a good quality fungicidal paint to help prevent mould. Note that this paint is not effective if overlaid with ordinary paints or wallpaper.

Going away

If you leave your home unoccupied for more than a few days, remember to:

- turn off the water mains stop tap
- turn off water heating, especially electric immersion heaters
- turn down central heating controls

Further advice on damp and mould treatment is available from your housing office

Decorations

External painting

We are responsible for decorating the outside of your home and have a target time of every five years providing the money is available.

You will be contacted when these works are due to find out what colour choice you prefer.

If you want to do your own external painting, you must get written permission from us. But if you only want to paint the front door you do not need to get permission, and can use any colour you wish.

Internal decoration

You are responsible for decorating the inside of your home, but if there is nobody at home who can help you and:

- you are an older person

- or

- registered physically disabled

we may decorate two of your rooms, or the hall and staircase, every six years. This again, depends on the money available.

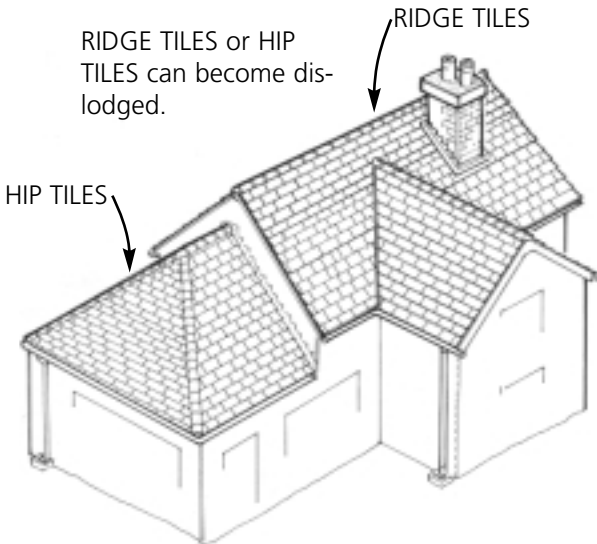
Before the painting work is expected to be carried out you should be sent a form. If you are an older person or registered physically disabled, you should fill it in and return it to us.

Communal areas

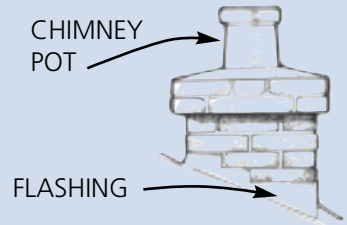
Hounslow Homes is normally responsible for the redecoration of the communal areas of estates. Our target time for redecoration is every six years, if funds are available.

The roof covering will be either TILES or SLATES, some of which may be loose or missing.

Your roof will be PITCHED, like those illustrated in this drawing, or FLAT



Roofs

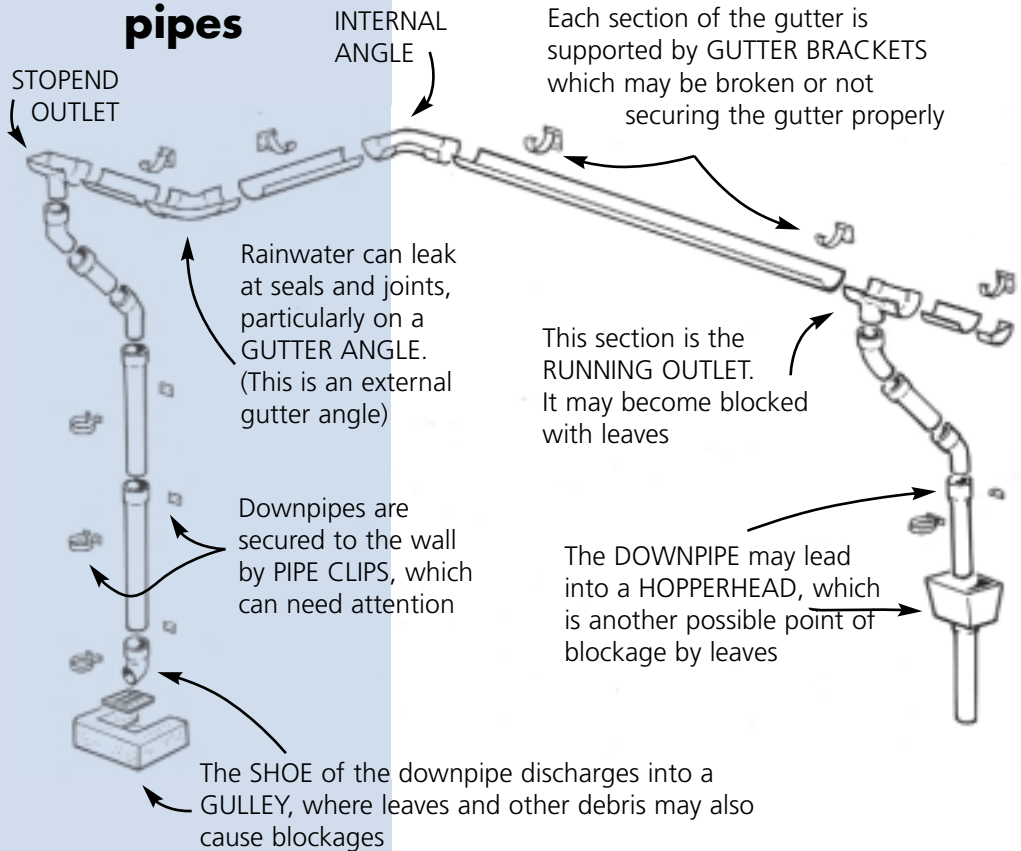


If you have a CHIMNEY, you may be able to see obvious problems with it, such as damage to the CHIMNEY POT.

Please tell us

- Do you have a pitched roof?
- How many storeys high is the building?
- Are any tiles or slates missing, and if so, how many?
- Is water coming through your ceiling?
If so, where exactly is it occurring and is it coming through all the time?
- Does anyone live above you? If so, when will they be in?
- If 'yes' have you asked them if they have had an accident causing water to run on the floor?
- Are your electrics affected? If they are, switch the power off at the mains as soon as possible.

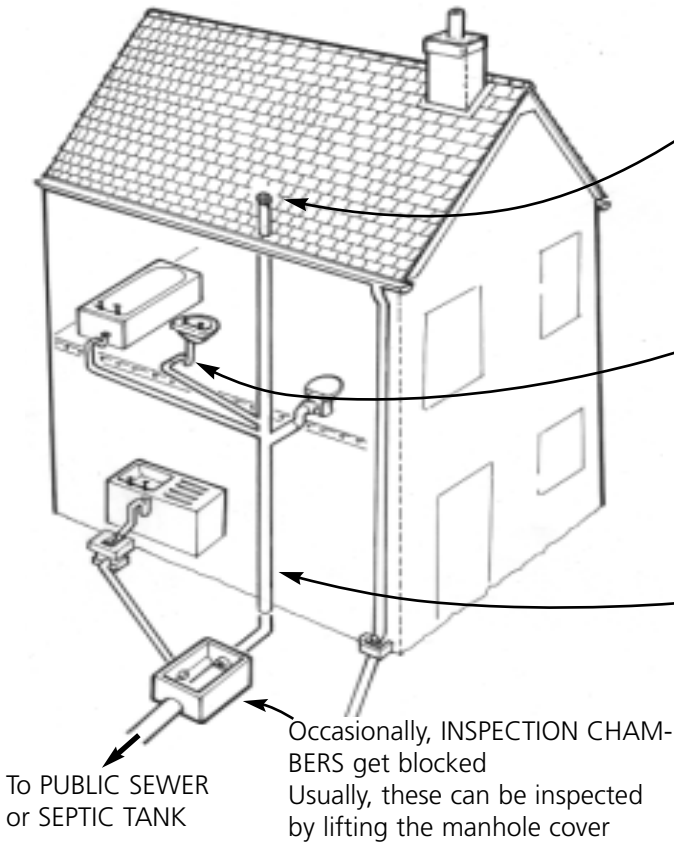
Gutters and rainwater pipes



Please tell us

- Is the gutter blocked? If so, can you see where?
- At what floor level are the gutters?
- Do you know the material that the damaged part is made of (e.g. iron, PVC)?
- Is there a leak in either the gutter or rainwater pipe?
If so, where is it (e.g. on a joint)?
- If guttering is broken, how many sections are involved?

Drains



The VENT PIPE is the continuation of the SOIL STACK above the roof

Baths, sinks and washbasins have WASTE TRAPS which can become blocked. With some traps, such as a BOTTLE TRAP, it may be possible to unscrew the cap and clean them

Toilets will discharge directly into a SOIL PIPE

Please tell us

- Do you have any problem with soiled water backing-up, say in your toilet?
- Is the waste trap to your bath, sink or washbasin blocked and, if so, have you tried to clear it?
- Is there any flooding from a manhole?
- Is there any damage to your home?
- If anything has gone down the toilet that may cause serious blockages such as a bleach block holder

Toilets

There can be a problem within the CISTERN, causing it not to fill up

Can you lift the LID and see if this is the case?

Sometimes a cistern will overflow. If it does it may be possible to take temporary action, which is described on the page dealing with OVERFLOWS

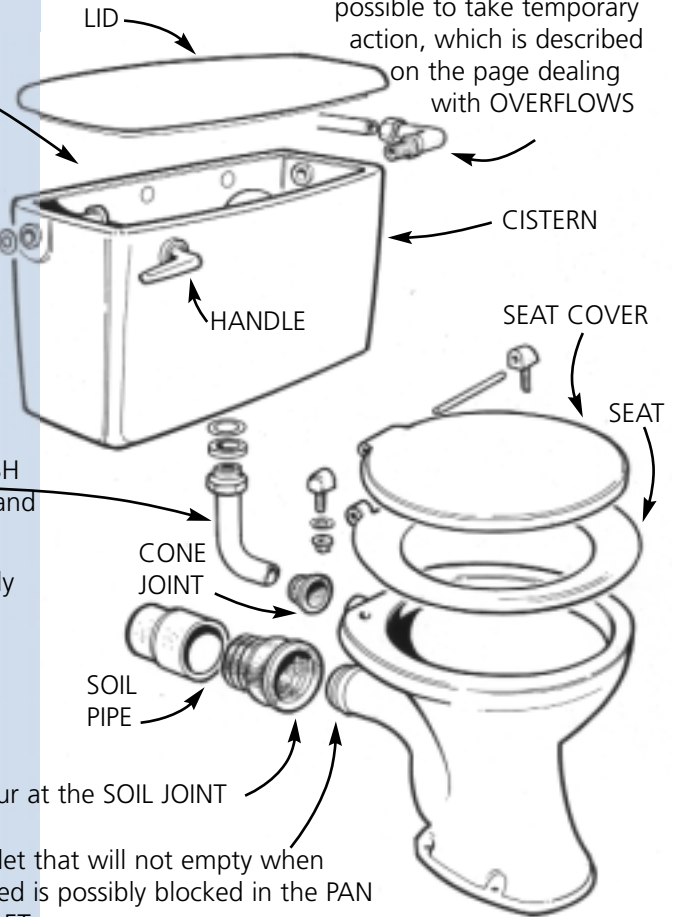
WATER SUPPLY PIPE

A leak can occur on the FLUSH PIPE, or the joint between it and the pan (the CONE JOINT)

If you have a leak, does it only occur when the cistern is flushed?

A leak can occur at the SOIL JOINT

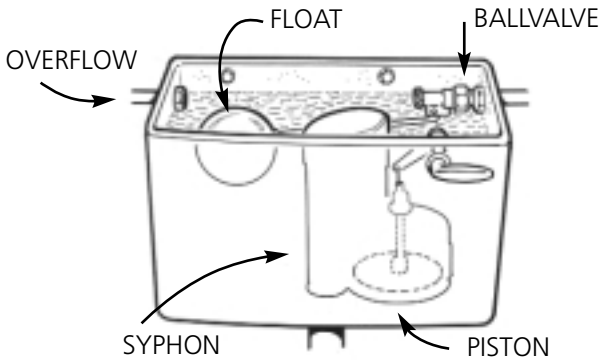
A toilet that will not empty when flushed is possibly blocked in the PAN OUTLET



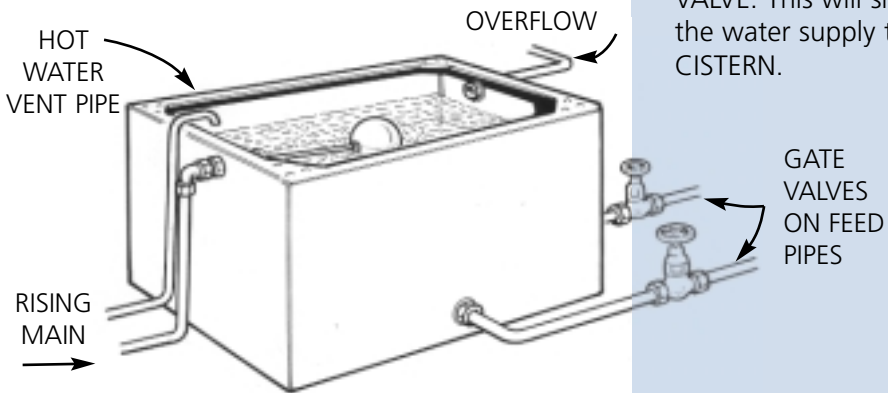
Please tell us

- If necessary can you turn the water off?
- Is there another toilet in your home?
- Is your cistern at high or low level?
- If the toilet is broken, how did the damage occur?

A TYPICAL TOILET CISTERN

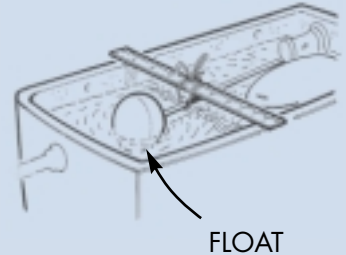


COLD WATER CISTERN



Overflows

TEMPORARY ACTION



You can take temporary action whilst waiting for your overflow to be repaired, by tying the FLOAT in the 'up' position, thus closing the BALL-VALVE. This will shut off the water supply to the CISTERN.

Please tell us

- Which overflow is causing the problem (e.g. from the toilet, cold water cistern, etc.)?
- Where does the overflow discharge (e.g. outside)?
- Is the water running continuously or not?

Baths

Leaks on an OVERFLOW PIPE are not common, however, if you do have one, it will only be apparent if the bath is overfilled

A leak on an OUTLET (WASTE) PIPE will only be evident when water is emptied from the bath

SPLASH BACK TILES sometimes get damaged

A damaged SEALANT between the bath and the splashback tiles will need attention to prevent water seeping through.

BATH PANEL

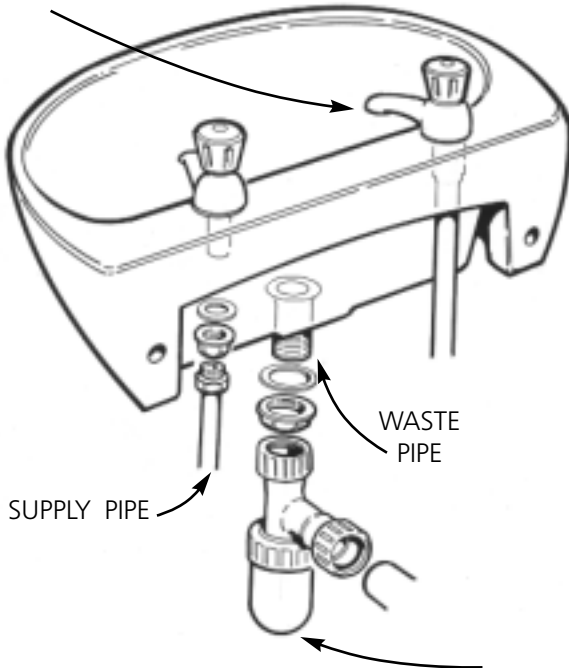
A leak on a SUPPLY PIPE will be evident all the time

Please tell us

- If there a leak, which pipe is it on?
- If there is a leak on a supply pipe, is it the hot or cold one?
- If there is a problem with an overflow pipe, where does it discharge?
- If splashback tiles are broken, how many tiles are affected and what is their colour and pattern?
- If the bath is damaged, what colour and pattern is it?
- Has the leak caused any damage in your home?

Sinks and washbasins

Various problems can occur with TAPS. (e.g. a slow drip indicating the possible need for a new washer etc.)



All sinks and basins are fitted with a TRAP Many have a BOTTLE TRAP like this one, which can easily be cleaned if a blockage occurs

To clean a bottle trap, unscrew the base cap by hand and clean it out. Before unscrewing it, make sure both taps are turned off, a bucket or something similar, is placed underneath to catch water and debris and the sink or wash basin is empty.

When replacing the cap ensure it is tightly fitted.

Please tell us

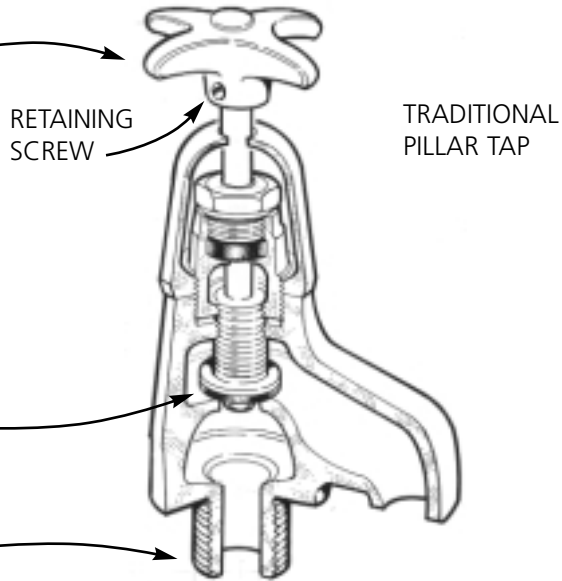
- Is the problem with the sink (in the kitchen), or a washbasin (in the toilet or bathroom)?
- What exactly is the nature of the problem (e.g. a blockage, leak, crack etc.)?
- If there is a leak on a supply pipe, is it the hot or cold one?
- If the sink is blocked, what type of trap is it and have you made any attempts to clear it?
- How did any damage occur?
- If there is a problem with a tap, what type is it?

Taps

The TAP HEAD (the HANDLE) might be loose, perhaps because the RETAINING SCREW is missing

Sometimes a tap will not turn off properly, perhaps because of a worn WASHER

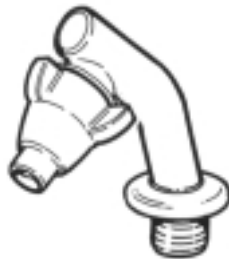
A tap can also be loose or leaking at the BASE



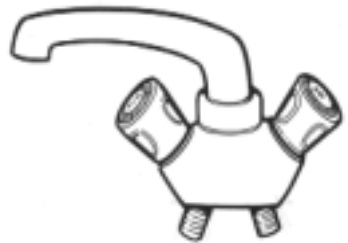
SOME TYPICAL TAP TYPES



SINGLE SINK TAP



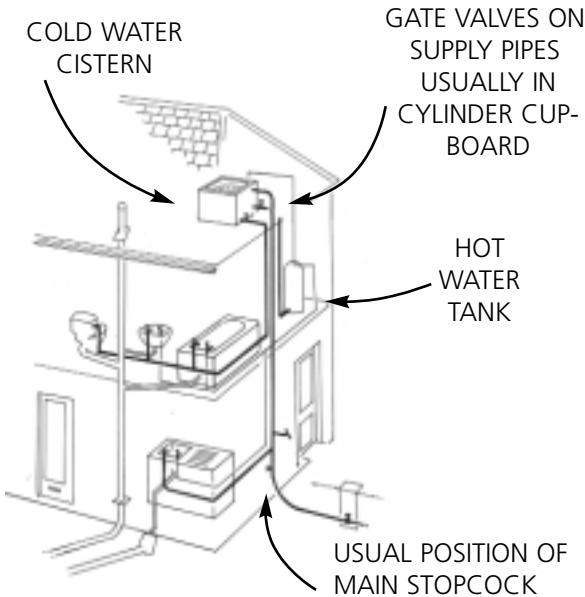
SUPATAP



MIXER TAP

Please tell us

- What appliance is served by the tap (e.g. bath, sink, washbasin)?
- What type of tap is it?
- What is the exact problem (e.g. loose tap head, dripping tap etc.)?
- Do you know where the stopcock is (should you need to turn it off)?



Some items of equipment may have their own ISOLATION VALVES, so that the water supply can be turned off without affecting the rest of the supply. If this is not the case, you may be able to turn the relevant supply pipe off at the GATE VALVES on the pipes coming out of the cold water storage tank. This will leave you with some services, even though it might only be cold water to the kitchen tap.

Water services

GATE VALVE



STOPCOCK



It may be necessary to turn off your main STOPCOCK. You should know where this is situated and it is wise to test it twice a year. To do this, first shut it off and then open it fully. Then close it slightly by turning it back towards 'off' by half a turn.

Please tell us

- If you have a leak, exactly where is it (e.g. a supply or waste pipe) and which item of equipment is affected?
- How serious is any leak and, if it is on a supply pipe, is it the hot or cold supply?
- Are your electrics affected?
- Have you any damage?
- **If your water supply has been shut off it may be important to turn off any heating appliances. If you are not sure about this contact the Call Centre as soon as possible - 0800 085 65 75.**

Heating systems



BOILER

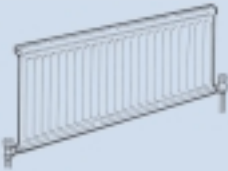


TIMER/CLOCK



CONTROL

Radiator leaking....



Where is the radiator?
Where is it leaking: valve
or radiator?
Are electrical fittings
getting wet?

Heating faulty

What type of heating do you have? If you have:

- Gas central heating which was installed more than 12 months ago you should ring our contractor Planned Maintenance on 020 7924 1844
- Gas central heating which has been installed within the last 12 months you should ring the Call Centre 0800 085 65 75.
- District/communal heating - ring the Call Centre.
- Electric heating - ring the Call Centre.
- Gas fire or solid fuel fire - ring the Call Centre.

If you installed the heating yourself, you are responsible for correcting the fault.

When did you last have heating or hot water?

Does your heating system also provide hot water and, if so, are you without both services?

Have you checked the heating controls are on, including the thermostat, timers and switches?

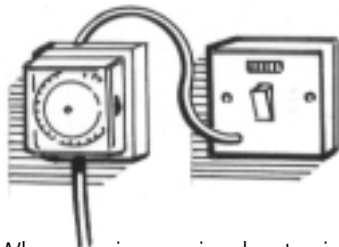
Is loss of heating confined to one room, or is the whole system not working?

Have you checked your gas/electric key meters are in credit? Has there been an interruption to the power or gas supply? Have you any alternative means of heating or hot water? Are there any very young or elderly people in your household?

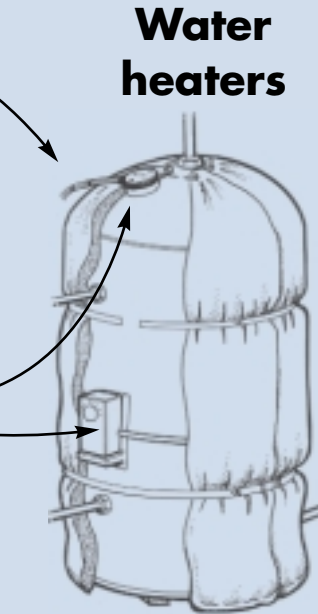
It is common for homes to have a **HOT WATER CYLINDER**. Water may be heated by an **IMMERSION ROD**, protruding vertically downwards inside the cylinder.

However, it is also common for hot water to be fed to the cylinder from a boiler, either independent of, or part of, a central heating system (see 'Heating' for details on reporting faults).

There will often be a **TEMPERATURE CONTROL SWITCH** at the top of the immersion rod, or, alternatively, a **CYLINDER THERMOSTAT** might be fixed to the outside of the cylinder.



Where an immersion heater is fitted, there will be a nearby **POWER SWITCH** and perhaps a **TIMER**



Water heaters

LAGGING JACKET

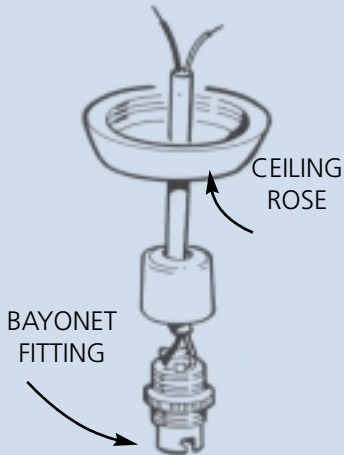
You may have other types of heater in your home, such as a gas fired **INSTANTANEOUS WATER HEATER**

Please tell us

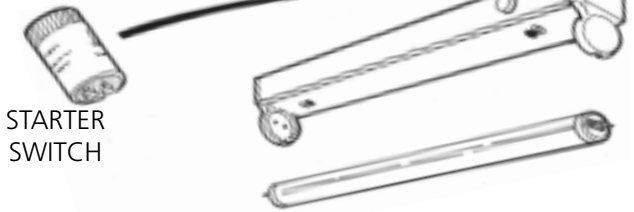
- What type of heating system do you have and do you know the maker's name (it may be marked on it)?
- Do you have hot water at any time or not at all?
- Is the water cylinder hot, even when hot water is not coming through the taps?
- Have you any alternative means of heating water in your home?
- Do you have any other water supply problems?

Electrical fittings

PENDANT LAMP HOLDER

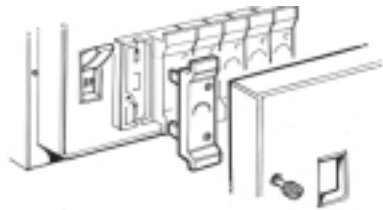


FLUORESCENT LIGHT



Fluorescent lights normally give long life. If they flicker when you turn them on, it could be because the STARTER SWITCH is faulty

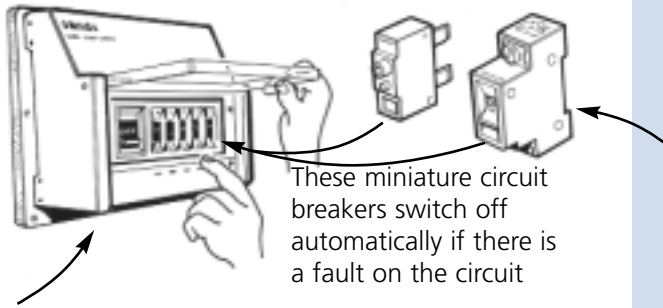
TYPICAL FUSE BOX



PLEASE REMEMBER, CARE SHOULD ALWAYS BE TAKEN WITH ELECTRICAL EQUIPMENT AND FITTINGS. PROBLEMS, SUCH AS FLICKERING LIGHTS AND OVERHEATING SOCKETS, SHOULD BE REPORTED WITHOUT DELAY.

Please tell us

- What is the exact nature of the problem (e.g. sockets and/or lights not working, lights flickering, broken switch, etc.)?
- Have you, in the case of light failure, checked the bulb?
- Have you checked the power supply and fuse box?
- Does the problem just affect one room and, if so, which one?
- Were you using a particular appliance at the time of a power failure and, if so, have you checked the plug fuse?
- Have you received a notice from the electricity board that the supply is to be disconnected?



These miniature circuit breakers switch off automatically if there is a fault on the circuit

Power failure fault finding

Miniature Circuit Breaker

There might also be smaller switches which replace fuses. These are "Miniature Circuit Breakers" (MCB's).

If a circuit is overloaded, or a fault occurs, the MCB protecting that circuit will switch off automatically.

If the reason for this is not clear, then you should:

- 1) Put the MCB switch back to the original position. If it will not stay on, then:
- 2) Switch off and unplug any appliance on that circuit. If there is more than one, try to return the MCB switch to the 'ON' position after removing each appliance, so that the one causing the fault can be identified.

Residual Current Circuit Breaker

Your main electric switch may now incorporate an automatic switch off device called a "Residual Current Circuit Breaker" (RCCB).

If a situation arises which creates a potential shock or fire risk, the RCCB will switch off automatically.

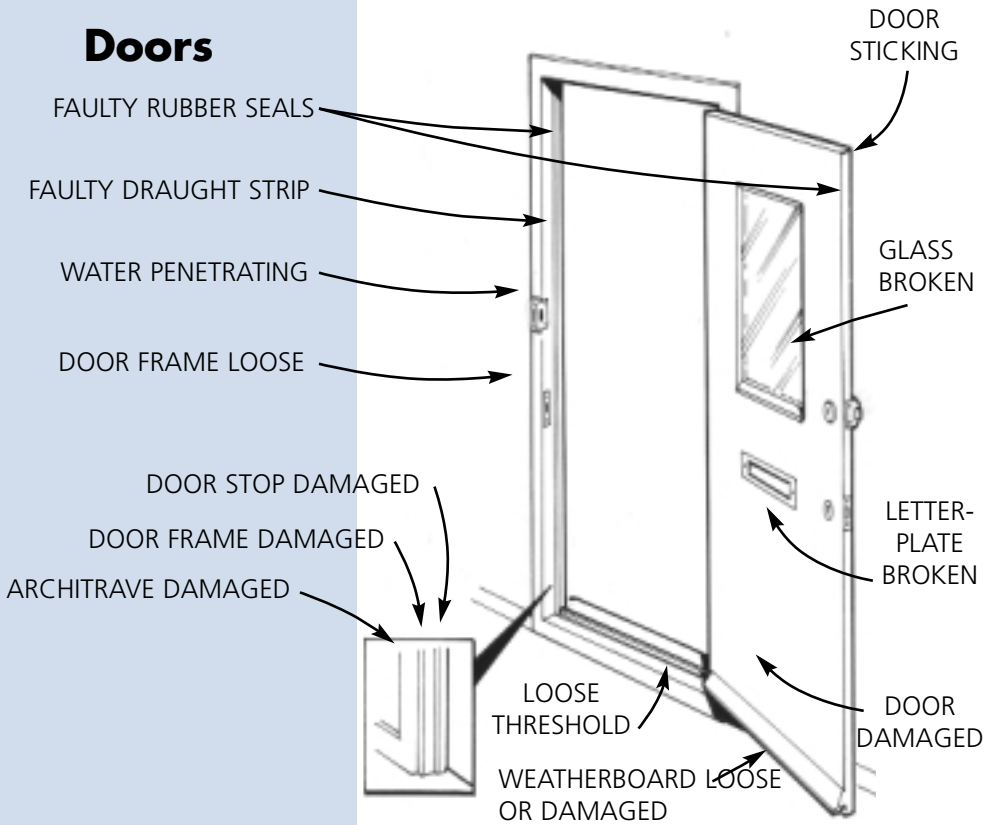
If the reason is not clear then you could:

- 1) Switch off all MCB's.
- 2) Return the RCCB switch to 'ON'.
- 3) Switch on each MCB switch in turn until the RCCB switch automatically switches off.
- 4) Switch off and unplug any appliance connected to that circuit. If more than one, try to switch the RCCB to the 'ON' position after removing each appliance. In this way the faulty appliance can be identified.

If this does not work check with neighbours as there may have been a power cut - in which case contact your electricity company.

SHOULD EITHER THE RCCB OR MCB SWITCHES NOT RETURN TO THE 'ON' POSITION, A FAULT COULD EXIST IN YOUR CIRCUIT, WHICH YOU SHOULD REPORT TO US IMMEDIATELY.

Doors



Please tell us

- What type of door is it: timber, metal or uPVC?
- Which door is affected?
- Have you a security system?
- Was the damage the result of a forced entry?
- If the door will not close properly, has it been recently painted, or does it show signs of warping?
- Is there any damage to the frame, locks, etc.?
- If a glazed panel is broken, what is the type of glass and how was it broken?
- Can you secure the door?
- Do you have another door to use?

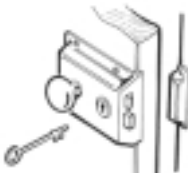
Locks



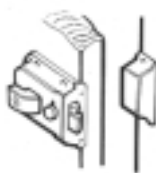
MORTICE LOCK
AND LATCH



INTERNAL
DOOR LATCH



RIM LOCK
AND LATCH



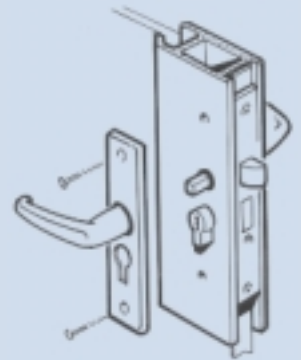
NIGHT LATCH



RIM
DEADLOCK



MORTICE LOCK
(FLUSH)



MULTIPOINT
LOCK (uPVC)

Please tell us

- Do you have a spare set of keys?
- Do any of your relatives or friends have a spare key for your home?
- How did you lose the keys?
- Which door is it?
- How many locks are there on the door?
- What type of lock is it?

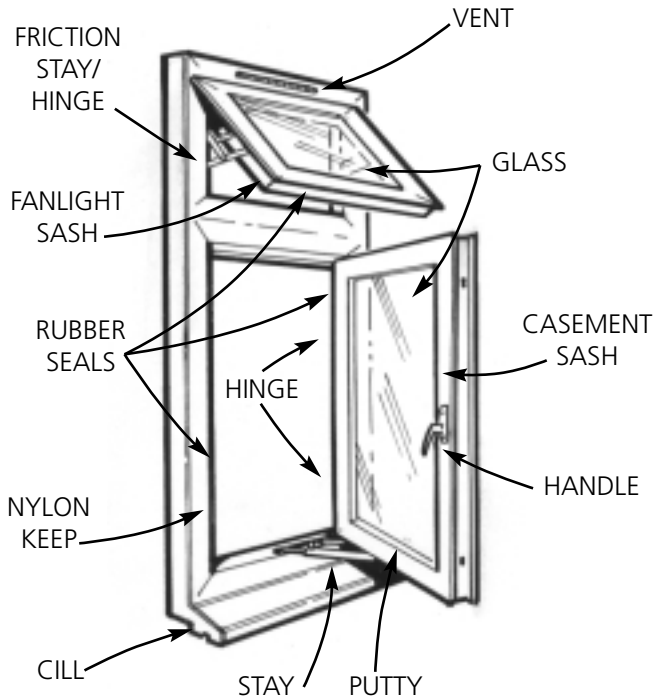
Windows



VERTICAL OR BOX SASH WINDOW



PIVOT WINDOW



Please tell us

If it is glass that is broken

- Is the window single or double glazed?
- Is it clear or obscure glass?
- How did the damage occur?
- The approximate size

If it is a problem with the window itself

- What type of window is it and what is it made of (i.e. wood, metal, uPVC)?
- Which floor is it on?
- Are there any apparent problems, such as visible cracks or broken stays?
- If a tiled cill is damaged how many tiles are needed and what type?
- If you have a problem closing the window has it been painted recently?

On the pages of this booklet a number of important items of equipment are mentioned.

It may be useful to you if you know the position of these items and you might like to note them here.

ITEM	POSITION IN HOUSE
Stop Cock	
Gas meter	
Gas tap	
Electricity meter	
Fusebox and Trip Switch	
Boiler	
Cold water storage tank	
Hot water cylinder	

Equipment location



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