

REPORTING MAINTENANCE PROBLEMS



If the office is closed and it is an emergency issue that cannot wait until we are open again, you are able to instruct one of the contractors detailed in your tenant information pack or on our website. Please keep your tenants information pack in a safe place.

However, please make sure that it is definitely an emergency, or you may be sent the invoice for payment. This would also apply should a contractor be instructed following your reporting a problem which would be deemed to be caused by tenants lack of care or a simple problem that could be easily resolved eg; no heating due to the thermostat being turned off or down too low – then the cost of the contractors visit would be forwarded to yourself for payment.

For your information, please see below some information on maintenance repairs in your rented property.

Categories of repairs

There are 3 main categories of repair.

1. **An Emergency Repair** is defined as one which is unforeseen and poses a direct threat to the health or safety of persons or serious damage to the property. Emergency Repairs will endeavour to be carried out within 24 hours to make safe the situation and allow full repair to be carried out in normal working hours.

Examples of Emergency Repair work are:

- Severe roof leaks
- Total loss of electrical power – please contact Western Power as this may be an electrical outage across the network
- Unsafe electrical work
- Burst pipes
- Blocked foul drains
- Dangerous structures
- Flooding
- Loss of heating and hot water involving health risk, for example
-elderly persons

- people with special needs
- families with small babies
- Break in – if property not secure – must report to police first
- Damaged lock – if you cannot enter or secure the property

If a contractor is called out to deal with a repair as an emergency when an emergency repair is not justified, **then you are liable to be charged for costs involved.**

PLEASE SCROLL DOWN TO SEE FURTHER INFORMATION ON THINGS TO CHECK BEFORE on SPECIFIC EMERGENCY REPAIRS.

2. **An Urgent Repair** is one which significantly affects the comfort or convenience of the resident and would endeavor to be completed as soon as reasonably possible.

Examples of Urgent Repair work are:

- Partial loss of electrical power or light
- Unsafe power socket or light fitting
- Partial loss of heating or hot water
- Blocked or leaking drains
- Toilet blocked or not flushing
- Blocked bath, sink or basin
- Leaks from taps, pipes or tanks (when causing damage)
- Leaking roof
- Insecure external door, window or lock
- Appliance not working

If you have one of these and it is out of hours, then it can probably wait until our offices reopen and we can instruct a contractor for you. The exception is the sink or toilet that is blocked is your only working sink or toilet in the property.

3. **Non-Urgent repairs** All other internal or external repairs of a non-urgent manner are categorized as Routine Repairs and we would endeavor to complete the repairs for these within a reasonable time frame.

- Mend loose or dripping taps.
- Replace W.C. seat.
- Mend faulty W.C. cistern.
- Seal bath, wash hand basin or sink.
- Repairs to leaking waste pipes and guttering.
- Repairs to W.C. pan.
- Adjust doors.
- Replace faulty locks.
- Repairs to kitchen units.
- Window repairs.
- Repair floorboards.
- Fix draught strips.
- Noise from neighbours

Our contractors will contact tenants to make appointments to carry out the repair. This is normally by telephone, so it is important that we have your current telephone number. It is also important you respond to any voicemail messages to make an appointment since the repair order may be cancelled if the contractor is unable to make contact with you.

It is also important that any confirmed appointment is kept as missed appointments may result in a charge to the tenant.

THINGS TO CHECK BEFORE REPORTING A REPAIR

Bath water leaking?

Before you contact us:

- If the water is near electrics do not touch.
- Stop leak causing more damage.

We will need the following information:

- Are electrics affected?
- Where is the leak?
- What is affected
- Hot or cold supply pipe?
- Have you used bath previously before leak occurred?

Shower not working?

Before you contact us:

- If it is your own shower this is your responsibility
- If electric check power is switched on
- If lime scale is the problem use descaler fluid which can be bought from a supermarket or DIY shop.

We will need the following information:

- What type of shower is it?
- What is happening?
- Do you have hot water in the rest of your home?
- Can you see a make or model on the shower?
- What is causing the shower to be blocked?

WC leaking or not flushing?

Before you contact us:

- Try and stop the leak and any damage it is causing
- If serious, turn off water at stopcock and gate valves from cold water tank.
- Has the water authority said that water would be going off?
- You can use a bucket of cold water to flush until the flush is mended.
- If cistern is not filling, lift lid and see if anything is stopping the float from working.
- Can another toilet be used? If so not an emergency

We will need the following information:

- Where is the leak?
- Is affected part loose, cracked or broken?
- Is it your only WC
- Is the handle moving properly?
- Of blocked, how did it happen? You may be responsible

No hot water?

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 neighbour's affected? Is it switched on?
- If coin or credit meter, has it run out of credit?

We will need the following information:

- What heats water?
- 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?
- Do you have a hot water cylinder?

Radiator leaking?

Before you contact us:

- Try and stop leak causing damage
- Turn radiator valve off?

We will need the following information:

- Which radiator is leaking?
- Where is leak coming from?

Storage heater defective?

Before you contact us:

- Make sure heater is turned on at socket?
- Check thermostat is set correctly
- Is time clock set correctly?

We will need the following information:

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

Boiler not working?

Before you contact us:

- Make sure boiler is turned on?
- Check thermostat is set correctly
- Is the pilot light on? If not, follow instructions to re-ignite

We will need the following information:

- What appears to be the problem?
- Can you see a manufacturers name and model number?

No Lights/Power?

Before you contact us:

- Have you got electricity in the meter?
- Are your neighbour's experiencing the same problem? If so contact your electricity supplier.
- Check all the trip switches are facing the same way, if not re-set.

We will need the following information:

- What appears to be the problem?
- Where have you got power?

Blocked drains/pipes?

Before you contact us:

- Try and unblock using plunger/drain unblocker, available from supermarkets/hardware shops
- Are your neighbour's experiencing the same problem? If so contact your water supplier.

We will need the following information:

- What appears to be the problem?
- Which drain/pipes are blocked?

Useful information

Things you can do yourself

Light not working or flickering– Change light bulb prior to contacting us

Radiator hot at top, cold at bottom– Bleed the radiators, keys available from most DIY shops

Condensation on windows– property must be ventilated, keep trickle vents open, wipe windows down daily

Electrics tripped– check trip switch, re-set if necessary. If still tripping out, unplug everything, then

plug back in appliances one by one to see which appliance is causing the problem

Noisy neighbours– inform Police, then make us aware during normal working hours

Lost keys/locked out– You are responsible for your keys and if you lose them or leave them in the property then you may need to get a locksmith out at your own cost. You will then need to provide us with a set of the new keys within 48 hours. You may call us to see if we have a set of keys available to assist however if the office is closed, this may not be possible or may incur a call out fee.

Condensation

Higher levels of insulation, double glazing and improved sealing of properties has increased the incidence of condensation in properties. This is often perceived as damp. Condensation occurs when the moisture present in the air comes into contact with a cool surface.

In order to combat the likelihood of condensation it is recommended to keep the heating running continuously at a low temperature to allow the building structure to absorb heat. Intermittent bursts of heating will create cold areas in the property which will encourage condensation.

Condensation may be minimised if you;

- ensure good ventilation and air circulation
- use extractor fans where fitted
- fit an external vent kit to a tumble drier
- do not dry washing indoors

Transco safety advice

If you smell gas/fumes you should immediately telephone Transco, freephone 0800 111999. They will deal with any report of a gas escape, free of charge.

TRANSCO SAFETY ADVICE

- If possible, turn off gas supply at meter (unless meter is located in the cellar or basement, we advise not to enter)
- DO NOT** turn back on until the escape has been repaired
- Turn off gas appliances. **DO NOT** use until advised to do so by an engineer
- Open all windows and doors to ventilate the property
- DO NOT** use any electrical appliances or switch on or off any switches
- Extinguish all naked flames

General Behaviour Statement

Tenants are reminded that all property managers have no authority to authorise work until a landlord has given consent. Our property managers are on hand to take the information relating to maintenance issues, and endeavour to promptly and conscientiously act upon information supplied by tenants. CGT property managers will always treat tenants and landlords courteously.

Whilst we understand that it can be frustrating if you do not receive an immediate answer or action to your query it is not the fault of any CGT staff member and as such we remind you that they are all doing their jobs to the best of their ability and are to be treated with courtesy at all times. Abusive and rude behaviour from tenants or their representatives will not be tolerated and could have an impact on your tenancy or result in being passed onto the relevant authorities.