

Emergency Call Out

Should you have an emergency out of our office hours, you can ring the following contractors:

For any Plumbing repairs and General maintenance:

Maintenance Solutions: 07976354259 or R J Davidson: 07973372770

For Gas repairs: CJW Gas Services on 07713277203

For Electrical repairs: TS Electrical 07974829794

Please discuss your emergency over the telephone with the contractor they may be able to help you without coming out to the property.

BEFORE RINGING PLEASE CHECK THE FOLLOWING VERY CAREFULLY:

-Can the repair wait until office hours – is it really an emergency? Can it wait until the office is open?

You can report maintenance issues online using:

<https://www.oulsnam.net/tenants>

-If it is an appliance that has broken down is it covered by a manufacture warranty? Many Landlords leave details of guarantees and extended warranties in the property. Check all the cupboards and especially kitchen drawers.

-If it is a water leak turn the tap off or find the stopcock in the property and turn the water off there.

PIPES AND PLUMBING Make sure you know the location of your mains stopcock. It is usually located where the mains water pipe enters your house or near your kitchen sink. It is advisable to lightly spray lubricant on the stopcock, turning it twice a year to ensure it operates effectively.

You should also ensure you know where the valves for the hot and cold water tanks are located

Frozen pipes

- Step 1: Immediately turn off the water supply at the mains stopcock. If the hot water system is also frozen, turn off the water heater immediately.
- Step 2: Leave the pipes to thaw naturally. You could try using hot water bottles, although take great care. Never use a blowlamp or electrical appliance.
- Step 3: Once the pipes have thawed, turn the water supply and water heater back on.

Burst pipes

- Step 1: Immediately turn off the water supply at the main stopcock and turn off any gate valves from the water tank.
- Step 2: Turn off any water heaters.
- Step 3: Run all the taps to drain the water from the system.
- Step 4: Call Robert Oulsnam Lettings 0121 445 7410 or emergency contractor

If electrical items or wiring are being affected, turn the electricity mains off immediately.

If water is making your ceiling bulge, place a bucket underneath the bulge and using a sharp implement, such as a drawing pin to pierce a hole in the bulge to let the water escape.

-If it is a gas leak – turn off the gas and open all windows and doors and call Transco **0800 111 999**.

BOILER BREAKDOWN CHECKLIST Check your gas supply? You can do this by checking other gas appliances in your household, such as a gas cooker, a gas hob or a fire. You can also check if your neighbour's gas supply has been affected. When the gas stopcock is on but no gas is coming through, you have a gas supply problem and need to call your Gas supplier or National Grid on **08456056677**

Check your power supply? Check your power supply at the mains and ensure that your boiler's still plugged in to the electricity supply and it has not been switched off at the socket. If you have no power you should check that the fuse has not blown or that the fuse board has not tripped. If you are aware that there has been a power cut please switch the fuse spur off for 1 minute before turning back on.

Check your pilot light? A boiler's pilot light can go out for a variety of reasons and most of them are not serious enough to warrant calling out a boiler engineer. You should first try to ignite the pilot light yourself. Instructions for igniting your boiler can be found in your boiler's manual, online or sometimes in the inside door of the boiler. If your boiler's pilot light won't ignite, you may have a gas supply problem (see above).

Check your thermostat and programmer? Make sure your central heating programmer is in the 'on' position and your thermostats are turned up above room temperature.

Check your boiler pressure? Check that your central heating's pressure is set to the manufacturer's instructions – you can check for this in your boiler's manual or online. The typical range for modern boilers is 1.0 – 1.5 bar. If your boiler is below this, follow your manufacturer's instructions to refill and restart your system. If your boiler pressure is at the correct level you may have a gas supply problem (please see above).

UNDER NO CIRCUMSTANCES SHOULD YOU REMOVE THE BOILER COVER OR ANY OF THE COMPONENTS!

Is your boiler problem still not resolved? If you have tried all the above and still have a problem with your central heating or hot water please contact your Property Manager on 0121 445 7410. You will need to provide full details of the fault, so please observe and take notes of any lights showing or warning signs on digital dials.

What to do if your problem occurs during office out of hours? Should the boiler breakdown in an evening or on a Sunday whilst the office is closed and you cannot resolve the boiler problem using the above checklist you will be expected to wait until the next available opening time to contact your Property Manager

-If your power has failed, check your fuses, if you can replace the fuse yourself it would save a call out. If the contractor calls and your appliance are responsible for blowing the fuse you will be liable for the call out charge. Check with your electrical supplier, there may be a power cut.

APPLIANCES Washing machine

Dead Machine- Make sure that the power is on and plugged in. Make sure that the door is completely closed. Check that the control knob is pulled out or that the on/off switch is on. Try a few different programs. Plug in another appliance such as a table lamp to test the socket. **Not Draining-** There may be a blockage that is stopping the water from flowing, check and clear the filter but do not take the filter out when the machine is full of water as it will cause a flood.

Flooding and over filling- There may be a blockage that is stopping the water from flowing. Check that the machine is connected to the plumbing which is usually under the sink. **Under no circumstances remove the top cover, the back cover, or access the underside of the washing machine when the electricity supply is still connected. If you do look inside the washing machine, always disconnect the power completely rather than just switching it off at the switch as there may be an error in the house wiring that means that the live side of the supply is still running through the washing machine.**

Fridge/ Freezers No Power- Check the electrical supply, plug and fuse are okay. **Over freezing-** Check doors are closed properly .Do not over stock fridge or freezer at any one time. When stocking the freezer, stock in small amounts to ensure the temperature does not drop too low

Electric Ovens and Cookers Check that power is on and that the appliance is not on an automatic setting.

Electrics Quick Checks just to make sure:

Is the Switch "On"?

Is the Light Bulb burned out?

Is a Circuit Breaker tripped or a Fuse blown - If so find out why

To reset a tripped breaker, push it to the full-off position (opposite all the other breakers in its column), then to the full-on position, and then let go immediately.

If it trips again or does not stay in the On position, push it to the full-off position and tape it over until you've resolved whatever's causing it to trip.

Tips & Warnings If a breaker tripped due an overload, make sure you've switched off or unplugged that appliance before restoring power.

- If you know of or suspect an unresolved problem that has caused the breaker to trip, do not attempt to reset it.

1. General power outage. Take the time to check lights and appliances throughout the house.
2. Specific circuit tripped. Go to your fuse or breaker box to make sure the problem doesn't lie with blown fuse or tripped breaker.
3. Tripped switch or outlet. Before jumping in to repair a light or other fixture, test the switch that controls it or the outlet into which it's plugged (to ensure that the breaker for that outlet is not tripped). Plug or screw a light you know is working into the outlet with the switch in the "On" position. Doesn't light? Most likely it's the switch.
4. The cord. Always inspect plugs and cords--some of the easiest fixes to make.
5. Burned-out bulb. The simplest solutions are often the first to be overlooked.

Don't:

- * Replace a fuse with one rated at a higher amperage.

Other conditions clearly indicate the need for a licensed electrician; such as:

- * A live sparking wire or fixture.
- * All the power to the house is off because the main circuit breaker keeps tripping.
- * An electrical condition persists side by side with a flooding or plumbing condition.
- * A light fixture in your house consistently burns too fast through bulbs.
- * An outlet sparks or smokes.

-If you have a break in and an emergency repair has to be carried, please ensure that you obtain a crime reference number from the Police so that both you and the Landlord can start insurance claims. Likewise, if a window is broken through an act of violence, ensure that the police give a crime reference number and have it ready for the contractor when he calls.

-Make yourself aware of any service contracts that the Landlord may already have on the property before calling a contractor out. If it is found that there is a service contract you may be liable for any call out charges.-If a contractor is called to the property but nobody is in when he arrives you will be liable for the call out charge.

OFFICE HOURS

Monday - Friday **9.00am - 5.30pm**

Saturday **9.00am - 5.00pm**

Sunday **Closed**

ALL OF THE ABOVE ADVICE AND TELEPHONE NUMBERS CAN BE FOUND ON

WWW.OULSNAM.NET