

Your Tenant Repairs & Emergency Guide

We are committed to ensuring a safe, comfortable and well-maintained living environment for all our tenants. To keep you fully informed and up-to-date with essential maintenance responsibilities and emergency procedures, we have prepared this comprehensive "Tenant Repairs & Emergency Guide."

Please take the time to read this guide thoroughly, as it outlines crucial information on how to handle various situations, distinguishing between tenant responsibilities and issues that require landlord intervention.

Emergencies – What Counts

An emergency is anything that poses an immediate risk to health, safety, security, or could cause serious damage to the property.

Electrical Issues

If the electrics trip in your rented property, please perform the following initial checks:

1. Look for tripped switches: Locate the consumer unit (fuse box) and check if any switches are in the "off" or middle position. If so, try switching them back on.
2. Identify faulty appliances: unplug appliances, reset trip switch, try plugging in appliances one at a time to see which one causes the trip. Unplug any faulty appliances and report them to your landlord or APS.
3. Check for blown bulbs: If a light bulb has blown, replacing it is a tenant's responsibility. If you are unsure how to change a light bulb, you can find helpful "How To Videos" on YouTube.

If the electrics continue to trip after these checks, please report this immediately to your Landlord or APS.

Batteries

Replacing batteries is a tenant's responsibility. This includes batteries in all devices, such as smoke alarms. Please note that hardwired smoke alarms also have a back-up battery which you are responsible for maintaining.

Blockages

It is the Tenant's responsibility to unblock sinks, baths, or toilets if the blockage is caused by misuse.

To prevent blockages, please follow these specific actions:

- In the Toilet: Only flush toilet paper, pee, and poo. Please bin everything else, including wet wipes, sanitary products, and nappies.
- In the Kitchen Sink:

- Avoid pouring grease down the drain: Allow fats, oils, and grease to cool, then scrape them into the bin.
 - Use a strainer: Catch food scraps and debris with a sink strainer.
 - Run hot water: Periodically flush pipes with hot water to help melt away small grease deposits.
- General: Regularly clean hair traps in the shower and sink.

Leaks & Burst Pipes

If you experience a leak in your property, you should promptly report it to the landlord or letting agent. You should also take immediate steps to minimize damage:

- Stop the water: Locate and turn off the main water supply valve, which is usually near the water meter or where the water pipe enters the building.
- Assess and identify: Try to pinpoint the source of the leak (e.g., a pipe, appliance, or fixture).
- Inform the landlord: Contact the landlord or APS immediately to report the leak and any damage.
- Major Leak Out of Hours: If you have a major leak outside of office hours and are unable to turn off the water supply, please contact emergency services.

Bleeding Radiators

Bleeding a radiator is a simple maintenance task to ensure your heating system works efficiently. Trapped air in radiators can cause cold spots and reduce heat output. This is a tenant responsibility.

- Find the bleed valve (usually on the top side of the radiator).
- Use a radiator key or a flat-head screwdriver to carefully open the valve.
- You'll hear air hissing out, and eventually, water will start to come out.
- Close the valve when water starts to drip consistently (have a cloth handy to catch any drips).

Please be careful when bleeding the radiator and avoid over-tightening the valve. You can find helpful "How To" videos online if you need visual guidance.

Boilers

Tenants are expected to repressurise a boiler when needed. If it's a recurring issue, or if you are unsure how to do this, please report it to the landlord or APS for investigation and potential repairs. You can also refer to your boiler's instruction manual or contact APS for guidance.

Gas Leaks

If you suspect a gas leak, take the following immediate actions:

- Immediately turn off the gas supply at the mains.
- Open windows and doors to ventilate the property.
- DO NOT smoke or use electrical appliances (including light switches or mobile phones).

- Report the leak to the National Gas Emergency Service on 0800 111 999 and inform APS / The Landlord immediately.

Mould

Mould on walls is primarily caused by excessive moisture and poor ventilation. Condensation and high humidity levels create damp conditions allowing mould spores to grow. It is the responsibility of tenants to take reasonable steps to adequately ventilate and heat the house to prevent mould growth.

- Open windows when you are cooking and keep lids on saucepans.
- Leave the bathroom window open after a bath or shower to clear steam.
- Keep the bathroom door shut when you are having a bath or shower.
- Do NOT block air vents or air bricks.
- Open windows in all rooms for a few minutes each day to allow fresh air to circulate.
- Leave some background heating on in cold weather.
- DO NOT cover radiators or storage heaters with damp clothing.

Safety & Prevention Tips

- Know where your stopcock, fuse box, and gas shut-off valve are located.
- Report small issues early to avoid them becoming emergencies.
- Do not attempt dangerous repairs yourself.
- Keep hallways and exits clear at all times.

Useful Contact Details

- APS Out of Hours Email: apsoutofhours@gmail.com
- National Gas Emergency Service: 0800 111 999
- Fire Brigade: 999
- UK Power Networks: 0800 316 3105

We trust this guide will be a valuable resource for you throughout your tenancy. Understanding and following these guidelines is crucial for maintaining the property and ensuring everyone's safety and comfort.

Please do not hesitate to contact us if you have any questions or require further clarification on any of the points mentioned.

Thank you for your cooperation.

Alternative Property Services