Letting Genie

Reporting Maintenance Issues

Emergencies

Is it an EMERGENCY that requires an immediate response?

An emergency is:

- **Fire – Dial 999 and ask for Fire Brigade**
- **Gas Leak – Do not switch on lights, sockets or use a naked flame. Open Windows and external doors. Leave the building if necessary and tell your neighbours if you think it may affect them.**

  Turn the Gas off at the meter and call 0800 111 999

- **Carbon Monoxide Leak – Evacuate immediately, open doors and windows and call the National Gas Emergency Service on 0800 111 999**

  In cases of Fire, Gas or Carbon Monoxide Leak you must also contact the office on 01908 535000 after contacting the emergency service and if out of office hours, leave a message.

- **Water Flooding into the property – Turn the water off at the stopcock. If you have a hot water cylinder turn on all the taps to drain the tank. Use a bucket or bowl to collect water if possible.**
- **Security – If you cannot enter or secure the property due to failure/damage to external door lock or window**

  Contact the office on 01908 535000 and if out of hours, leave a message.

Our office hours are Mon-Fri 9am – 5pm but if you need to contact us out of office hours with an emergency maintenance issue then you must telephone the office on 01908 535000 and leave a message if you need urgent assistance.

Routine maintenance requests and general emails are not monitored out of hours.

Non-Emergency Maintenance

If you need to report a maintenance issue that is not an emergency as defined previously, please refer first of all to the advice on the Report Maintenance Request page of the Letting Genie website in the first instance.

The link to the advice page is here.

If you still need to report an issue, click on the Report Maintenance button and add as much detail as you can including make and model and if possible the serial number of the boiler or appliance and relevant photographs. You must report a maintenance issue via our website as reports sent by email will not be responded to.

The advice on the website is below for your information. These common problems can be easily and quickly fixed without having to wait for a contractor.

LOSS OF GAS OR WATER SUPPLY:

You must carry out the troubleshooting shown below before contacting us.

If, after carrying out the troubleshooting, you still have no electricity, please telephone the office on 01908 535000 and leave a message if you need urgent assistance.

You must contact the utility supplier in the first instance and also check with your neighbours if they are experiencing the same loss of supply. Do not contact us unless you have carried out these checks.

ELECTRICAL FAILURE:

You must carry out the troubleshooting shown below before contacting us.

If, after carrying out the troubleshooting, you still have no electricity, please telephone the office on 01908 535000 and leave a message if you need urgent assistance.

1. **Check the Fuse Board. You may find that one or more switches have 'tripped which can be reset to restore power.**

2. **A faulty electrical item may cause the fuse board to trip. For example a faulty kettle could cause the sockets to trip completely. Unplugging appliances one by one and resetting the fuse board may identify the problem. If an electrician is called out and identifies that the problem was with a faulty appliance which the landlord is not responsible for, you may be liable for the electricians' charges.**

3. **If there is a complete electrical failure in the property which cannot be reset, check with your neighbours to see if they have a problem. You may notice that the street lights are not working. This would indicate an external issue which UK Power Networks would need to resolve. You can check if an external issue has been reported at www.ukpowernetworks.co.uk**

Letting Genie

BOILER/HEATING/HOT WATER Failure:

You must carry out the troubleshooting shown below before contacting us.

If, after carrying out the troubleshooting, you still need to report a boiler failure meaning you have no heating or hot water, please telephone the office on 01908 535000 and leave a message if you need urgent assistance.

1. **If you have a Combi boiler check the pressure on the dial is between 1 and 1.5 bar. If it is below that use the filler loop to gently increase the pressure. Information will be in the instruction manual or can be found online.**

2. **Reset the Boiler. Generally you can do this by switching it off at the main switch, waiting a minute and then switching it back on.**

3. **Some Heating/Hot Water wireless controls require batteries. Please check the controller and replace the batteries if required. Check that the timer is not set to Off.**

4. **Condensate Pipe Frozen – in colder weather the plastic condensate pipe can freeze which will stop the boiler working. The remedy is simple:**

- **Apply a hot water bottle or a warm heated pad to the pipe in order to warm it up and begin thawing the water or fill a watering can or a jug with warm (not boiling) water and pour it over the pipe.**

5. **If a radiator is not heating up, try bleeding the radiator by releasing any air in the radiator until water starts to flow from the bleed valve. You may need to top up the pressure in the combi boiler after doing this. You can also remove the Thermostatic Radiator Valve and gently tap the pin as this sometimes sticks.**

Note: If you have a hot water cylinder you should be able to switch on the immersion heater in the cylinder using the isolator switch or water heater switch where the cylinder is located. This looks like a single light switch. The immersion heater will provide hot water whilst you await a boiler repair.

YOU MUST REFER TO ANY INSTRUCTION MANUALS OR HELP ONLINE IF YOU DO NOT HAVE A MANUAL BEFORE CONTACTING US.

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Routine Maintenance Advice – Tenants Responsibility

Condensation and Mould:

You must clean off any mould as and when it forms to avoid it building up and it is the responsibility of the tenant and not the landlord to do this. Mould is caused as a result of condensation at the property and a landlord does not create condensation at the property!

Mould can be cleaned by using a Muffycid Spray or a traditional fungicidal wash. These products are readily available at supermarkets and DIY stores and you should wear protective gloves when using these products.

Please refer to the Condensation Help Sheet for more information and advice on how to minimise condensation.

Washing Machines:

Please check and empty the washing machine filter regularly. If your washing machine stops working, then you must check the filter as this may be the cause of the problem.

When you have finished a wash cycle make sure the door and the rubber seal are dry before closing the door to prevent mould appearing on the rubber seal. Ideally keep the door and detergent open to air the machine.

Regularly clean the detergent drawer and use a washing cleaner to avoid limescale building up which can cause the machine to stop working.

Tumble Dryers:

Clean the door filter on vented and condenser tumble dryers after each use. Condenser dryers – empty the water container after each use and leave empty when not at the property. Regularly (every 2 months) clean the bottom filter, rinsing out debris. Please make sure any debris is not rinsed down a plughole or directly into the drains.

Dishwashers:

Ensure the filter is kept clean and free of debris. Use a dishwasher cleaner every month. This not only helps to keep the dishwasher clean but also reduces limescale. Even if you are not using the dishwasher regularly, please ensure a cleaner is used.

Blocked sink:

Blockages can be avoided by being sensible about what is put down the sinks, baths and showers and flushed down the toilets. The water system is only designed to deal with waste water, toilet paper and excrement (solid and liquid) and anything else should be disposed of by other appropriate means. Do not put food waste, fat or oil down the kitchen sink as this is a primary cause of the sink blocking.

A blocked sink can be cleared using a drain unblocker gel, plunger or sink rod. These can be purchased from most supermarkets and DIY stores. Please do not report a blocked sink before you have tried clearing the blockage yourself. If we send out a contractor and the blockage is found to be caused by you then you will be responsible for costs incurred.

Letting Genie

Oven/Hob/Cooker/Extractor Hood:

These should be regularly cleaned to avoid a build up of burnt debris on the appliance and racks. It is your responsibility to clean the extractor filter. The metal mesh type filters can be cleaned in the dishwasher. The material type filters can be replaced and can be purchased from a DIY store or online. They are usually a standard size which can be cut to fit. Please ensure the body of the extractor hood is cleaned to avoid a buildup of grease and dust.

Fridges and Freezers:

The drain at the rear of the fridge compartment should be kept clear and allow excess condensation to drain away.

Shower Temperature Controls:

These should be moved regularly to avoid them seizing up.

Taps and Shower Heads:

Taps and shower heads should be kept clean of limescale.

Light Bulbs

It is the tenant's responsibility to replace the light bulbs, internally, externally and in any appliances (fridge/extractor etc.)

If you do need to report a maintenance issue with an appliance, please provide the make, model and serial number. The model and serial number can often be found inside the door of the appliance on a metal plate or label. We may also ask you to provide photographs.

PLEASE DO NOT CONTACT US BEFORE YOU HAVE TRIED TO RESOLVE THE PROBLEM YOURSELF AS DETAILED ABOVE AND IF AN ENGINEER ATTENDS TO FIND THAT THESE ACTIONS HAVE NOT BEEN FOLLOWED YOU MAY BE LIABLE FOR CALL OUT CHARGES.

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