# Heating or boiler not working

If a tenant reports the heating or boiler isn’t working, ask ( in a friendly manner) if they have hot water.

If they don’t have hot water, it’s likely to be that the boiler has depressurised – if so it’s an easy fix they can do themselves. They need to go to the boiler (if they don’t know where it is, look at previous info to see if you have learnt where boiler is for that address. Direct them to it. Check boiler pressure – this is normally a dial or digital display on the front of the boiler – they may need to open a door or flap at the front of the boiler to see the displays. The pressure should be between 1 and 2 bars and coloured green. If it is 0, it can be repressurised easily by opening two valves in pipework – provide them a link to a you tube video. They need to watch the dial as it reperures up to 1.5 bar and then turn off. Make sure they close both the valves once the pressure is in the appropriate range.

If they have hot water but no heating ask them to check to see if the radiator thermostat is turned off. They normally have numbers 0 being off and 5 being full heat. Towl rails are a bit different they do not have numbers but turn them left to right to turn up. If some of the radiators are working in the house, or if any are hot at the bottom but not at the top they may require bleeding. There was a radiator key provided in the 2nd down kitchen drawer. Find a video on bleeding a radiator. Do not do this while the bottom of the radiator is still hot, wait for it to cool or hot water could come out on you. If some are working and some the remainder fully cold, ask them to state which are and which aren’t working, record the information and tell them someone will be in touch to resolve. If they say it’s really cold, and it’s not a working day the next day, check the current temperature in the location on the internet. If it’s bad, we need to work out how to get an emergency message through to one of us to take them an electric heater.

If no radiators are working, it could be a thermostat issue. Ask them to find the thermostat, and go through how to change the heat setting. If they can’t identify the type of thermostat, ask them to give you a photo for you to identify the make/model – record the information for future use. Talk them through adjusting the temperature setting. If the thermostat is blank please change the batteries.

If they don’t have hot water, it’s likely to be that the boiler has depressurised – if so it’s an easy fix they can do themselves. They need to go to the boiler (if they don’t know where it is, look at previous info to see if you have learnt where boiler is for that address. Direct them to it. Check boiler pressure – this is normally a dial or digital display on the front of the boiler – they may need to open a door or flap at the front of the boiler to see the displays. The pressure should be between 1 and 2 bars. If it is less than 1, it can be repressurised easily by opening two valves in pipework – provide them a link to a utube video. Make sure they close the valves once the pressure is in the appropriate range.

If the pressure is ok and there is no heating, ask them to see if there is an error code on display. Record it.

They may also need to make sure the boiler is turned on – especially if they are new to the house. Look for any lights or a small flame. If nothing is showing, look for an on button. Turn it on, see what happens.

If the problem can’t be resolved and they say it’s really cold, and it’s not a working day the next day, check the current temperature in the location on the internet. If it’s bad, we need to work out how to get an emergency message through to one of us to take them an electric heater.

Tell them the full details have been passed onto the team and if they weren’t able to resolve the problem, someone will be in touch.

# Shower Not Working

Ask if the problem is the amount of water or the temperature. If it’s an electric shower, ask if it has been turned on – there is a separate switch away from the shower unit that is normally a pull chord or a large red switch. The pull cord is normally by the door or next to the shower unit. The red switch would likely be above the bathroom door or next to it. Most of ours will have a switch as they are modern.

For electric showers, make sure there is no burning smell or heat coming from the switch – if there is they are to turn it off, it will be reported as an emergency and someone will be in touch. If it is going hot then cold then it may be broken and will need to be replaced.

For thermostatic mains feed showers. If there is water coming out of the hose make sure it is tighten securely to both the shower head or the shower mixer valve. If there is no hot water check the boiler for pressure.

# Shower Overflowing

Ask how long they have lived there – it is likely to be hair down the drain. If they are new (2 wks in) , we as landlords should have checked this before they moved in. The quickest solution will be for them to buy some drain unblocker and follow the instructions on the bottle. If they are new, we will refund them the cost of the drain unblocker. If we send a plumber and it turns out this was the problem, we will charge them for the work so it is always better to try this first. Tell them not to use the shower if the water is overflowing the shower tray as it will cause damage.

Ask if the shower door is closing properly and the door seals are functioning still.

# Shower leaking

If they report the shower is leaking, check first that this isn’t just another way of saying it’s overflowing - e.g. does the water fill the shower tray and go over the top? If it is leaking without filling the tray, ask them to avoid using it for the time being and someone will be in touch soon. Check if there is water on the floor (advised to put a towel down), ask if any water damage can be seen anywhere else – e.g. in the ceiling directly below it. If required, advise them to place a bowl or similar below any drips.

# Freezer isn’t working

Ask if it is turned on (are any lights showing, is it turned on at the wall, is there an on switch inside the unit). If it is turned on but no power showing, it may be a fuse, we’ll send someone to fix. Tell them to keep the door closed.

Most common issue is that it is overloaded and frost has built up inside the freezer. This is user error, tell them nicely that there would be a charge for us to fix this but they can do it quickly, and for free themselves. Get some freezer bags, empty the freezer, turn it off and use a hair drier to melt all the ice. Turn it back on, and don’t load it as heavily – the problem shouldn’t reoccur.

Ask them if the door is closing properly they should be able to feel the seals creating a suction contact when opening or closing with a bit of bit. If not especially if it isa integrated freezer the door may need to be adjusted. If it does not close properly ice will build up where if shouldn’t and cause the door not to close.

# Light isn’t working

Find out where the light is and if it is a spotlight. If it isn’t a spot light, get them to change the bulb first – bulbs are tenants responsibility so it’s always best to check this first. Make sure there is no heat or smell from the switch. If it is a spot light tell them you have reported it and someone will be in touch.

# Washing Machine has broken

Is there an error code? If so, get the make and model from the tenant and look up the code. Are there clothes inside the machine? The most common issue is items stuck in the filter. This happens when things are left in pockets and any costs we incur to fix this as a landlord get passed back to the house. It’s something they can fix themselves though. They will need a bunch of towels, a bucket or bowl or large pan and a little bit of strength. The filter will be accessed through a small square door at the bottom front of the machine. They will need to turn the machine off, pull it forward if it under a work top and lift the front to tilt it back. Place the towels and bowls under the filter open the little door and twist the filter within in. it might be a bit tight to start with but it will open and and it will pull out when unscrewed enough. Water will come out (hence the towels etc) but don’t panic, it will stop. When the filter comes out, check it, there is likely to be hair clips, coins, screws or anything else the tenants left in their clothes there. They need to remove everything from it, put it back, screw it up and push the machine back into place. When they turn the machine on it should be working.

If this doesn’t fix it, tell them you have reported it and someone will be in touch.

If there is any other problem with the machine, record the error code and report it.

# Accidental Damage

This can apply to anything….. an appliance, the wall, a door, a window, furniture – anything. Record the details of what happened and the damage caused and report it. Tell them someone will be in touch.

# Furniture

Capture all details relating to broken furniture including how it happened and where the item is. Record details and report it – if it was faulty we will replace it quickly. Tell them not to replace the item themselves.

# Keys or locks

If a lock is faulty, record the details including their description of the fault.

If they have lost their key, NEED TO THINK ABOUT THIS. WE CANNOT GIVE KEY BOX NUMBERS OUT WITHOUT IDENTIFYING THE PERSON CLEARLY.

# Leaks

Check if leak is ongoing or if it has stopped or intermittent. If ongoing, find out how bad it is. For small leaks, place something under it to catch the water. For large leaks, do that too but look to stop the flow of water. There may be a penny valve that can be seen above the leak. If so, get a coin or knife and turn if 90 degrees. If they’re not sure, give them a picture of a penny valve.

If there is an ongoing leak they can’t stop, and it is in a ceiling, ask if the ceiling is beginning to bulge. If so, get them to place a container below the leak and make a SMALL hole in the ceiling with a pen or anything pointy. It doesn’t need to be big, just enough to release the water and stop the ceiling from coming down if the leak continues.

If water is coming in near a window when it rains, check window is fully closed.

If items are wet near a sink, ask if they could have been splashed while the sink was in use.

If a radiator is leaking, put a bowl under it.

If a ceiling is leaking, ask if there is a bathroom above it – check if bathroom in use and overflowing.

Is the water flowing near any electrical items or made anything electrical wet? If yes, turn them off.

# Damaged Fence

# Damp or Mould

# Appliances

# Power Outage

Ask if it’s the whole house. If yes, check for power cuts but looking outside or searching ?? online.

If no power cut, direct them to the fuse box and check to see if all the switches are in the on position. If yes, get them to check with their utility provider (there are some houses where we need to do this, will list those in a separate doc). If a switch has been moved to off, turn it back to on. It is likely there is a faulty appliance plugged in and it will trip again. They’ll need to do a bit of detective work by: looking at the circuit which is tripping – is there something on it that has just been turned on (e.g. a kettle or hair drier) or perhaps moved from one stage to another (e.g. a washing machine or tumble drier). They need to turn off one item at a time and then keep putting the trip switch back until they find what is causing it. If it’s one of their items they just need to stop using it. If it’s one of ours, leave it off and we’ll be in touch.

# Wifi down

Direct to wifi provider – they need to do web search to see if there’s a localised problem in their area.

# Wifi slow

Get a description of when and where it is slow. E.g. is it the same in all parts of the house, does it change during the day or when more people are on it? If so, when/What.

They can’t leave the house unsecure. Is glass broken or a problem with lock or hinge. Gather details, tell them someone will contact them.

# Window damage

# Smell of Gas

# Carpet issues

Waste and Recycling Problems

Concerns around tradesmen

Post received

Structural Issues