

Fire

In the event of a fire at the property, do not attempt to extinguish it yourself under any circumstances. You must evacuate the property immediately and contact the emergency services by dialling 999.

Once safe, notify us either by phone or email.

Gas

If you detect a gas leak or smell gas, evacuate the property immediately and contact the National Grid Gas Emergency Service on 0800 111 999.

Afterwards, please inform us by telephone or email.

Electricity

First, check your fuse box or consumer unit to see if any circuit breakers need resetting. If not, please report the issue by phone or email.

If there's no electricity throughout the property and the circuit breakers are in order, contact your electricity provider to confirm there's no general outage, unpaid bill, or disconnection.

If none of these apply, report the issue to your property manager by either phone or email.

Locks

If you're unable to access the property or it's not secure, please contact us immediately by both email and phone.

Manhole

If the manhole presents a dangerous or potentially dangerous situation, this is an emergency and must be reported to us by both email and telephone.

If it's not urgent, please email your property manager directly .

Light Bulbs

The replacement of light bulbs is often the tenant's responsibility as outlined in your lease. Please refer to your tenancy agreement to confirm who is responsible.

Radiator not working

If the radiator is cold at the top but warm at the bottom, there is likely trapped air and it will need bleeding.

This is a simple yet important task to maintain boiler and heating efficiency.

Before bleeding your radiator:

- Turn off your heating and allow radiators to cool completely.
- Use a radiator key (or screwdriver, depending on the model) — these can be bought at most DIY stores.
- Place a cloth and bucket below the valve to catch water.
- If multiple radiators are cold, a professional engineer may need to inspect the system.

To bleed the radiator:

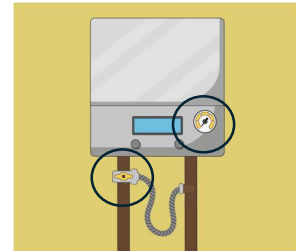
1. Turn the radiator key anti-clockwise using a cloth. You'll hear a hissing as air escapes.
2. Once water begins to leak out, close the valve by turning the key clockwise.
3. Do not remove the valve completely.
4. After bleeding all radiators, check your boiler pressure. If low, re-pressurise the system according to your boiler manual. If pressure is fine, you can turn the heating back on and check for cold spots.

We recommend checking all radiators every few months.

Checking your boiler

If safe to do so, please carry out the following before reporting a boiler issue:

- Confirm that the boiler and electricity are switched on
- Check there is credit on your meter
- Ensure the thermostat is set correctly
- Try pressing the reset button (refer to your boiler manual)
- Check the boiler pressure is within the correct range



If the boiler doesn't turn on or you still have no hot water, please contact your property manager or our office.

Leak

If a leak cannot be contained or is causing damage (especially near electrics), treat it as an emergency and contact us by email and telephone immediately.

If safe, turn off the water supply using the stopcock (usually turned clockwise).

Common stopcock locations include:

- Under the kitchen sink
- Inside an airing cupboard
- In the basement
- Under floorboards near the front door



If the leak is from a neighbouring property, please try to contact the occupants directly.

Mildew

If the discolouration resembles the image shown, it may be mildew. Tenants are typically responsible for cleaning mildew under the terms of their lease. Use a suitable cleaning product.



Mould

If the mould looks similar to the image shown, it may be caused by condensation. Small patches can be wiped away, but please report larger areas or persistent problems. If condensation results from tenant behaviour (e.g., drying clothes indoors without ventilation or blocking vents), the issue may fall under the tenant's responsibility.

To reduce condensation:

- Cover pans and open a window when cooking
- Dry clothes outside where possible; avoid using radiators
- Ensure tumble dryers are properly vented
- Use extractor fans in bathrooms
- Wipe away any water from window sills in the morning



Tips to avoid condensation:

- Cover boiling pans and open a window if you are cooking
- Dry your clothes outdoors when possible. Do not dry your clothes over radiators.
- Ventilate your tumble dryer
- Use extractor fans if they have been fitted in your bathrooms
- Wipe up water lying on window sills in the morning

Tumble dryer does not work correctly

Before reporting a tumble dryer fault, please check:

- Fuse box: ensure no tripped circuits
- Dryer is plugged in and switched on
- Clean the filter to remove fluff and lint (refer to the manual)

Washing Machine Issues

Not Draining?

- Check if the filter is blocked. Refer to the manual to clean it properly.

Note: Damage caused by items like coins may be chargeable.

General Tips:

- Try resetting the machine (unplug and plug it back in after 1 minute)
- Run a service wash (empty cycle at high temperature)
- Clean the soap drawer and door seal to prevent mould

If the problem persists, please raise a repair request with your property manager.

Dishwasher does not work correctly

Before reporting:

- Use the correct rinse aid and dishwasher salt
- Clean the spray arm, filter, and float as per the manual:
 - Remove and clean the spray arm
 - Rinse the filter thoroughly
 - Ensure the float moves freely

If these steps don't help, please report the issue to your property manager.

Fridge not working correctly

Water in Base:

- Likely caused by a blocked defrost drain.
Locate the hole (usually at the back, near the bottom), and unblock it using a cotton bud or straw. Pour a small amount of warm water to confirm it drains.

Ice Buildup:

- Make sure the fridge is regularly defrosted

For all other issues, please raise a maintenance request with detailed information to your property manager.

Oven not working correctly (electric)

Before Reporting an Issue, Please Carry Out the Following Checks (if safe and practical to do so):

- Check your fuse box or consumer unit to see if any circuit breakers need to be reset.
- Ensure that the appliance's isolation switch is turned on.
- If you are experiencing issues with your oven, check that the clock has been set. Many electric ovens will not operate unless the clock is set—even if the time is incorrect. The display must not be flashing.



For further guidance, please refer to the appliance's instruction manual.

For all other issues, please raise a maintenance request with detailed information to your property manager.