



# Repairs Manual

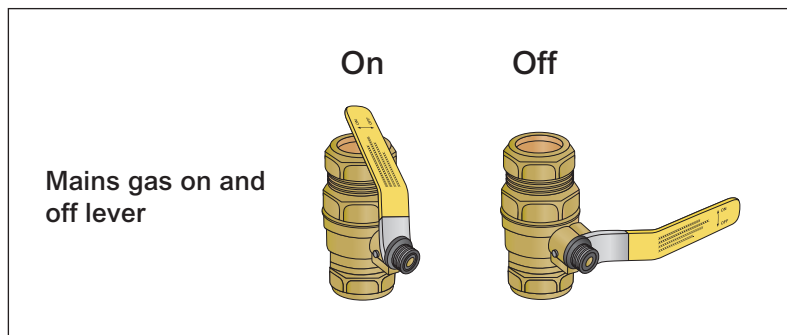
A guide for tenants



## Gas safety advice

### If you smell gas

- Open doors and windows.
- Check if the gas has been left on, it is not lit, or if a pilot light has gone out.
- Turn off the gas at the meter (see diagrams below).
- Don't operate anything electrical including lights, sockets or phones.
- Don't smoke or use naked flames.
- Call National Grid Gas on 0800 111 999 from outside your home, as using a phone inside could cause an explosion.



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## Repairs – basic information for tenants

### Using this manual

This repairs manual is for tenants of Lambeth Living. It tells you how we can help when you need to arrange a repair to your home.

If you are a leaseholder, you may use the manual to identify repairs to common areas or structural parts of buildings. Other repairs are your own responsibility – please see your copy of the Homeowners Handbook for more information.

The repairs manual tells you which repairs are our responsibility and which are yours. We outline the different types of repairs and the timescales for completing them.

We explain the Right to Repair scheme and rechargeable repairs. We also give advice on how to avoid problems, and ‘top tips’ such as how to save heat and reduce condensation.

You can get other information about our housing services at [www.lambethliving.org.uk](http://www.lambethliving.org.uk) or in your copy of the Tenants Handbook.

If you would like this manual in a different format, please see the outside back cover for advice. We will do our best to translate all or some of the manual into most languages. We will also provide it on audio tape, in large print or in Braille. You can view the manual online on our website at [www.lambethliving.org.uk](http://www.lambethliving.org.uk)

## Our contractors

To give you a better and faster repairs service, we organise it by area. We have divided the borough into three areas, each with its own contractors.

Here are the repairs contractors who operate in each area:

### North

- Mears Ltd – repairs, planned maintenance, empty properties, estate cleaning, grounds maintenance and Decent Homes.
- Cartel Security Systems Plc – CCTV door-entry systems.
- OCO Heating Limited – heating and electrical repairs.
- Precision Lift Services – lift installation and maintenance.

### Central

- Morrison Facilities Services Ltd – repairs, planned maintenance, empty properties, estate cleaning, grounds maintenance and Decent Homes.
- Alphatrack Systems Ltd – CCTV door-entry systems.
- T Brown – heating, water and electrical repairs.
- Apex Ltd – lift installation and maintenance.

### South

- Apollo Property Services Group Ltd – repairs, planned maintenance, empty properties, estate cleaning, grounds maintenance and Decent Homes.
- Alphatrack Systems Ltd – CCTV door-entry systems.
- EPS – heating, water and electrical repairs.
- Apex Ltd – lift installation and maintenance.



## Reporting a repair

- Call us:



**020 7926 6000**

During office hours (Monday to Friday 9am to 5pm)

- By internet:



[www.lambethliving.org.uk](http://www.lambethliving.org.uk)

- Write to us:



Lambeth Living Ltd  
Service Improvement  
First Floor, Hambrook House  
Porden Road  
London  
SW2 5RW

- Tell us about communal repairs when we visit your estate.
- Visit us at one of our area housing offices.
- If you have an emergency out of hours (after 5pm and before 9am Monday to Friday, or on a weekend), call us on 020 7926 6666.

## Our repair service standards

Our service standards set out what we will do and how quickly we will do it. We are committed to keeping up these standards and they explain the level of service you can expect from us.

We believe that everyone should have access to housing services that meet their needs. When reporting a repair please let us know if you, or a member of your household, are elderly, vulnerable or have a disability. We can then arrange your appointment with this information in mind.

For extra security you may set up a password for our contractors to use when visiting your home. Please let us know your password each time you report a repair.

We give every repair a 'priority code'. The target time for the repair depends on its priority. Our timescales are in line with the Right to Repair regulations. Please see the section **Your Right to Repair** for more information.

Type of repair	Response time	Our priority code
<b>Emergency</b>	We will respond to an emergency repair within two hours and make it safe within 24 hours. If we cannot complete the repair in one visit, we will make a further appointment to fix the problem.	Priority 1 (PR1)
<b>Urgent</b>	Within three working days, unless otherwise stated.	Priority 2 (PR2)
<b>Non-urgent</b>	Within seven working days, unless otherwise stated.	Priority 3 (PR3)
<b>Routine</b>	Within 28 working days, unless otherwise stated.	Priority 4 (PR4)
<b>Planned</b>	Within 90 working days, unless otherwise stated.	Priority 5 (PR5)

### Priority 1 (PR1): Emergency repair

A repair is an emergency when the problem could cause serious health and safety problems or severe damage if not fixed or made safe. The same applies to repairs reported out of hours.

Emergencies include:

- lift breakdown
- total loss of electrical power
- total loss of mains water supply.

Loss of service caused by your water, gas or electricity provider does not count as an emergency.

**Please note** – we may not meet our timescales if we need access to another property to fix a repair but cannot get in (for example, if water is dripping through your ceiling we will need access to the flat above to fix the leak). However, in an emergency we can force our way in if necessary.

### Priority 2 (PR2): Urgent repair

Urgent repairs include:

- repairing a front door lock
- securing a loose or broken handrail on a staircase
- repairing a toilet that is leaking or not flushing.

### Priority 3 (PR3): Non-urgent repair

Non-urgent repairs include:

- repairing estate lighting
- repairing a leaking bath
- repairing a manhole cover.

#### **Priority 4 (PR4): Routine repair**

Routine repairs include:

- repairing your ceiling
- repairing an extractor fan
- replacing a broken fence

#### **Priority 5 (PR5) – Planned repair**

Planned repairs include:

- clearing gutters
- plaster work after repairs have been carried out
- non-urgent work to prevent problems arising in the future.

#### **What we will do when you report a repair to us**

When you contact us to report a repair, we will take the following steps:

- We will log your repair, so we can track its progress until it is completed.
- We will ask you for a detailed description of the repair. Please refer to the diagrams in this manual, which will help you diagnose the problem. The more detail you give us, the better chance we have of ordering the right materials to fix the repair on the first visit.
- We will work out who is responsible for putting the problem right. If it is our responsibility, we will assess the priority of your repair.

- We will give you a repairs order number. You should quote this number when you want to track the progress of your repair, so please keep it safe.
- We will make an appointment to carry out your repair. If we confirm your appointment in writing, please keep the letter safe.
- A contractor will visit you on the date and time agreed to carry out the repair.

We aim to complete repairs on the first visit. If we cannot, the contractor will arrange a second visit or explain what we will do. This may include getting another contractor or department to complete it.

**Please note** – a simple repair may turn out to be more complex, and completing it may involve extra visits.

#### **Appointment times**

Our contractors work Monday to Friday, 8am to 8pm, except public holidays. We will try our best to give you an appointment that suits you; however, please try to be flexible so we can complete the repair within the target time.

For priority 2 to 5 repairs, the response time starts the day after you report the repair to us.

We will offer you a morning, afternoon or evening appointment. This means the contractor may arrive any time within the appointment period.



When you make the appointment, you can ask us to keep you up to date via SMS text messaging. If you request this service, we will send you a reminder the day before the appointment, and another message when the contractor is on the way.

### **If you need to change your appointment**

Please call us on 020 7926 6000, giving at least three days' notice if possible, and quoting your repairs order number.

If it is a priority 2 repair, which must be done within three days, please contact us as soon as possible.

### **Access to your home**

You must make sure that either you or another responsible adult is present at the appointed time so we can have access to your home to carry out the repair. If we cannot get in, we may charge you for our time or the contractor's time or both.

If you are out when we visit, we will leave a card to let you know we have called. This will be recorded on our system. It is then your responsibility to contact us and re-book the repair.

In an emergency, we may need to force entry if you fail to let us in after we have given you notice. If so, we may charge you for any repair or damage caused.

We may also need access to your property to inspect the repair after completion, to make sure the contractor has sorted out the problem. If you are out when we come to inspect, we will assume the repair is satisfactory, unless you tell us otherwise. Please allow us access to make this inspection, as it helps us ensure we are providing a good service.

### **Temporary relocation**

If you cannot stay in your home while a repair is being completed, we will discuss moving you to another property temporarily.

### **How to prepare for an appointment**

Once you have a date and time for your repair, you should make the area ready for the contractor to come and do the repair. This may involve moving furniture, lifting your floor coverings and clearing possessions away from the area. For example, please clear out items stored under the sink if it is leaking.

Contractors will not be able to clear an area or room before fixing the repair. We will not be responsible for any damage caused to items that have not been moved away from the area. The same applies for pre-repair inspections, particularly when we are trying to detect leaks.

**Additional help** – if you are elderly, vulnerable or disabled, or need extra help when someone comes to

fix your repair (including preparing the area for the contractor), please let us know when you report your repair. We will pass the information to our contractors and they will be able to assist.

### How to identify our workers

Our staff and contractors all carry ID cards. You can also set up a password for a contractor to use when coming to do a repair.

If a staff member or contractor cannot show their ID card, do not let them in. Report the incident to us on 020 7926 6000 or to the police.

### Code of conduct

All contractors who work for us must comply with the Lambeth Living code of conduct. For more about this, please see your copy of the Tenants Handbook.

### Compensation if a contractor misses an appointment

If our contractors miss an appointment and do not give you a good reason or let you know in advance, you may be entitled to compensation. Call us on 020 7926 6000 to let us know.

### Satisfaction with repairs

To ensure we are providing the best possible service to you, we may telephone you or send you a repairs satisfaction card after the repair is completed.

We will use your feedback to monitor the quality of our service and ensure we continuously improve it.

### What if I am not satisfied?

You may feel we have not met your expectations and want to make a complaint. If so, we may inspect the repair. If we decide it has not been done properly, we can ask the contractor to do the repair again.

Please contact us on 020 7926 6000 to make a complaint. See your copy of the Tenants Handbook for more about our complaints process.

### Responsibility for repairs

We are not responsible for every repair in your home. We have listed the most common repairs below and outlined who is responsible for completing them.

### Who is responsible for which repairs?

Item	Us	You	Priority
Aids and adaptations	✓	–	PR1
Basin, sink or bath plugs and chains	–	✓	–
Bath or bath panels	✓	–	PR3
Blockages – basin, sink or bath (unless caused by you)	✓	–	PR2
Blockages – toilet or soil pipes (where there is only one toilet in the home)	✓	–	PR1

Item	Us	You	Priority
Blockages – rainwater pipes, gutters or gullies	✓	–	<b>PR2</b>
Carbon monoxide alarms (when fitted by us)	✓	–	<b>PR1</b>
Ceiling repairs	✓	–	<b>PR4</b>
Central heating	✓	–	<b>PR2</b>
Chimney, flue or stack	✓	–	<b>Planned</b>
Coat hooks	–	✓	–
Cooker (unless provided by us)	–	✓	–
Cooker (installation of or disconnection)	–	✓	–
Curtain batten, rail or pole	–	✓	–
Damp-proof course	✓	–	<b>Planned</b>
Decoration – inside	–	✓	–
Decoration – outside	✓	–	<b>Planned</b>
Door-entry system	✓	–	<b>PR3</b>
Doors – inside	–	✓	–
Doors – letterbox, spyhole, handles, chains or draught excluders	–	✓	–
Doors – outside (front doors)	✓	–	<b>PR1 – Planned</b>
Electric consumer unit (fuse box)	✓	–	<b>PR1</b>
Electric meter or supply of electricity	–	✓	–
Electric wiring	✓	–	<b>PR1</b>
Electric fires (when supplied by us)	✓	–	<b>PR1</b>

Item	Us	You	Priority
Extractor fans (in kitchen or bathroom)	✓	–	<b>PR3</b>
Fences or gates	✓	–	<b>Planned</b>
Floors (not carpet, vinyl or laminate floor coverings)	✓	–	<b>Planned</b>
Footpaths, paving or steps we have installed	✓	–	<b>Planned</b>
Forced-entry damage caused by police after criminal activity	–	✓	–
Garages	✓	–	<b>PR2 – PR4</b>
Gardens	–	✓	–
Garden walls (only if we own them)	✓	–	<b>Planned</b>
Gas – supply or gas meter	–	✓	–
Gas boilers	✓	–	<b>PR2</b>
Gas fires, but only if we own them	✓	–	<b>PR2</b>
Gas pipe work	✓	–	<b>PR1</b>
Gas water heaters	✓	–	<b>PR1 – PR2</b>
Gas or electrical appliances we have not provided, for example, cookers, fridges, portable fires, light bulbs, showers, plugs and fuses	–	✓	–
Glazing, unless caused by you, a member of your household or a visitor	✓	–	<b>PR1</b>
Guttering or rainwater pipe	✓	–	<b>Planned</b>
Hot water	✓	–	<b>PR2</b>

Item	Us	You	Priority
Immersion heater	✓	–	<b>PR2</b>
Keys and fobs (cost of replacement)	–	✓	–
Kitchen units – door catches, handles or hinges	–	✓	–
Kitchen units – worktops or sinks	✓	–	<b>Planned</b>
Lifts	✓	–	<b>PR1</b>
Light fittings – bulbs	–	✓	–
Light switches	✓	–	<b>PR3</b>
Locks – doors or windows (except one front door lock)	–	✓	–
Loft hatches or ladders (except communal)	–	✓	–
Overflow pipes	✓	–	<b>PR3</b>
Pest control (unless it is only in your home)	✓	–	<b>PR4</b>
Plaster finishing (except minor cracks)	✓	–	<b>Planned</b>
Pram sheds or stores	✓	–	<b>PR4</b>
Porch	✓	–	<b>Planned</b>
Radiators (not bleeding radiators)	✓	–	<b>PR3</b>
Roof	✓	–	<b>Planned</b>
Satellite dishes	–	✓	–
Sealant to baths, washbasins, sinks, tiles or worktops	–	✓	–
Shower unit (where provided or adapted by us)	✓	–	<b>PR3</b>

Item	Us	You	Priority
Skirting boards (not included in decoration)	✓	–	<b>Planned</b>
Smoke detector – not battery powered	✓	–	<b>PR1</b>
Sockets	✓	–	<b>PR3</b>
Staircase, banister or handrail (replacement)	✓	–	<b>Planned</b>
Stairs	✓	–	<b>Planned</b>
Steps	✓	–	<b>Planned</b>
Stopcocks	✓	–	<b>PR3</b>
Taps	✓	–	<b>PR3</b>
Tap washer replacement	–	✓	–
Toilet pan and cistern	✓	–	<b>PR1 – PR3</b>
Toilet seat	–	✓	–
TV aerials – individual	–	✓	–
TV aerials – shared only	✓	–	<b>PR3</b>
Wall tiles or grouting	–	✓	–
Walls or rendering (outside)	✓	–	<b>Planned</b>
Water supply (mains)	✓	–	<b>PR1</b>
Water tanks	✓	–	<b>PR1 – PR4</b>
Windows – frames, cills or vents	✓	–	<b>Planned</b>
Windows – handles, locks, draught excluders or inside decoration	–	✓	–

Please note – if we need to replace rather than repair something, this may take longer than the usual timescales.

We have a duty to carry out repairs if failure to do so would put your health or safety at risk. We may carry out repairs that are your responsibility, in these situations we may recharge you for the cost of the work.

### Rechargeable repairs

If you, or a visitor to your home, have caused the damage (for example breaking a window) or are negligent (for example losing your keys), we will charge for the cost of putting it right. This is called a rechargeable repair. We will tell you if a repair is rechargeable when you report the repair.

Also, if you cannot carry out your repairs for a good reason, contact us on **020 7926 6000** and explain your situation. We may be able to do the repair for you at a reasonable charge and if you receive housing benefit, you may be able to repay us in instalments. Alternatively, we may be able to refer you to voluntary agencies that could help you.

### Discretionary repairs

In certain circumstances elderly, disabled, or vulnerable tenants may be entitled to discretionary repairs. These are repairs that are not normally our responsibility but that we may do to help residents with

special needs. We want to provide an excellent service to all our residents and we assess any request for a discretionary repair on its merit.

### Your repair responsibility

Under the terms of your tenancy, you are responsible for the upkeep of your home and for keeping it clean and in good decorative order.

We expect you to report any repair in good time and help us to monitor the standard of work of our repair contractors. Please don't ignore a repair as this may lead to further damage to your home or someone else's. Please take your responsibility seriously.

We will charge you for any damage done to your property by neglect or misuse.

We expect you to provide a safe and clean working environment for our repair contractors and to allow them enough time to carry out any repairs.

When you move out of your home, we expect you to leave it in a similar state of repair as when we let it to you, allowing for fair wear and tear. This can include replacing:

- fuses
- light bulbs
- washers on taps
- batteries in smoke detectors

- broken toilet seats
- broken toilet chains.

When you move out, if we have to repair damage caused by you or remove items you have left, we will charge you the cost of doing so.

### Your Right to Repair

The government has set target timescales for carrying out particular repairs, and we try to meet these targets.

The Right to Repair scheme gives secure tenants a legal right to have these repairs done on time. If we do not meet the target times, you can ask us to get another contractor to do the work within the same length of time. If the work is still not done, you may be entitled to claim compensation. Alternatively, you can appoint your own contractor to do the work and we will pay for it. Your copy of the Tenants Handbook will show whether you are a secure tenant.

Your Right to Repair only applies to repairs on the government's list with a value of £250 or less. For more information, please contact us.

Please note – you must let the contractor in, and you must give them extra time to do the repair if a special part is needed.

### Qualifying repairs

Qualifying repairs under the Right to Repair scheme include the following:

Repair	Priority
Total loss of electric power	PR1
Partial loss of electric power	PR2
Unsafe power or lighting socket, or electrical fitting	PR1
Total loss of water supply	PR1
Partial loss of water supply	PR2
Total or partial loss of gas supply	PR1
Blocked flue to open fire or boiler	PR1
Total or partial loss of space or water heating between 31 October and 1 May	PR1
Total or partial loss of space or water heating between 30 April and 1 November	PR2
Blocked or leaking foul drain, soil stack, or (if there is no other working toilet in the home) toilet pan	PR1
Toilet not flushing (if there is no other working toilet in the home)	PR1
Blocked sink, bath or basin	PR2
Tap which cannot be turned	PR2
Leaking from water or heating pipe, tank or cistern	PR1
Leaking roof	PR3
Insecure external window, door or lock	PR1

Repair	Priority
Loose or detached banister or handrail	PR2
Rotten timber flooring or stair tread	PR2
Door-entry phone not working	PR3
Mechanical extractor fan in internal kitchen or bathroom not working	PR3

### Communal repairs

Communal repairs are repairs to shared parts of a building or estate, rather than to an individual home. Examples include repairs to lifts, external lights or shared front doors.

### Estate walkabouts

We carry out regular estate walkabouts to identify communal repairs. We advertise these events widely. Resident representatives and local councillors often attend, and all residents are welcome to come with us.

Please also tell us if you notice that a communal repair is needed. We will want to know the exact location. For example, please tell us the nearest address, or give us the set of numbers that can be found on the nearest external light columns or lifts.

### Leaks and overflows

While not strictly communal, leaks and overflows from a particular property can affect the structure of the

building or flats. Sometimes you may not be aware of a leak from your property that could be affecting others in the building. An overflow, where water runs down the outside of a building, can cause a lot of damage to the building.

In these circumstances we may need access to your flat, even if you are unaware of the problem. Please let us in, even if it may cause you some inconvenience. In an emergency we may have to force entry into your property to solve a problem affecting others. We will normally give you some warning, but may need immediate access if we cannot contact you and the situation is critical.

### Repairs to installations

We will repair and keep in good working order any permanent installation for supplying water (including hot water), gas, electricity, toilet facilities or heating, except fittings that are your responsibility. For example, we will look after:

- water tanks and fixed pipes (but not flexible pipes that serve your appliances)
- gas pipes and electrical wiring
- sockets and light fittings
- permanently installed water heaters, boilers, fireplaces and fires (where these are the only form of heating), heaters and radiators

- basins, sinks, baths, toilets, flushing systems and waste pipes.

If we cannot repair an installation, or want to upgrade it, we may replace the installation. If we have installed a gas appliance in your home to provide space or water heating, our Gas Safe registered contractor will service it every year. Please see the Gas servicing and maintenance section below for more information.

### **Repairs to aids and adaptations**

If you want to report a repair to aids or adaptations, please contact us on **020 7926 6000**. You need to tell us it is a repair to an aid or adaptation because specialist contractors have to do these repairs.

### **Gas servicing and maintenance**

By law, we must check all our gas appliances and pipe work for leaks that could cause an explosion or carbon monoxide poisoning. We do this by carrying out a yearly safety check through a contractor on the Gas Safe Register.

After the safety check, the contractor will leave a copy of the annual gas safety certificate in your kitchen. They should also leave a sticker on your boiler with their contact phone number.

You must allow the contractor into your home to do the safety check. The contractor will offer an appointment

when the annual service is due. They will make the appointment to suit you where possible, but please try to be flexible as well.

We may take legal action against you if you do not let us complete your annual gas safety check. This may mean a court order requiring you to let the contractor into your home or allowing us to force entry into your home to carry out the safety check. We will charge you for the legal action and the cost of any damage caused by the forced entry.

To stop us taking legal action, you must let us know if you are going to be away due to holiday or sickness for any length of time.

Please note – you are responsible for safety checks on any gas appliances you own, such as a gas cooker.

### **Planned maintenance and major works**

Planned maintenance and major works are programmes of major repairs and improvements to council homes. We manage these projects for the council. If they are going to affect you, we will give you notice of what will happen and when. Each scheme will have its own target time and project timetable.



## Helpful information

### Insurance

#### Building insurance

We have insured our properties against the following risks:

- fire
- lightning
- explosions
- aircraft crashes
- riot and public disturbances
- malicious damage by political organisations
- some other types of damage.

#### Home contents insurance

We will not insure the contents of your home. We strongly recommend that you take out home contents insurance. Insuring your belongings can save you a lot of money if they are stolen or damaged. For example, if your home is accidentally flooded from the flat above yours, you may be able to claim compensation from an insurance company. We would only have to pay if you could prove we had been careless in some way.

Look around for the best insurance policy and make sure it is with a reputable company. It is important to include third party cover in case anyone makes a claim against you, for example if you leave a tap running and flood your neighbour's home. We can arrange home

contents insurance for tenants through a low-cost scheme.

Please see your copy of the Tenants Handbook or contact us on **020 7926 6000** for more information about home contents insurance.

### Taking care with gas

When you move into your home you will need to have your gas supply connected. You can use any supplier you want. They may need some days' notice to set up your account, connect you to the supply and take a reading of your gas meter.

#### Tips for dealing with gas

- If you are having a gas appliance or equipment fitted, always use a Gas Safe registered engineer. Do not try to deal with gas problems yourself. You will be responsible for all charges.
- For your own safety, find out where the mains gas supply tap is. It is called an emergency control valve and is usually near the meter. Make sure you know how to turn it off. If the tap needs a key to operate it, the key must be fixed to the tap.
- If you use a communal gas supply, make sure you know where the emergency control valve is. It is usually in the kitchen or in a cupboard inside your home.

- Before you switch off the mains supply, turn off all gas appliances and pilot lights. Turn the mains gas tap to the 'off' position (see the diagrams inside the cover of this manual). This is when the notched line of the tap points across the pipe.
- Depending on why you turned the supply off, you may need a Gas Safe registered engineer to turn the supply back on. This is known as testing, purging and commissioning, a recognised procedure used in the gas industry.
- Before you turn the mains supply back on, make sure all gas appliances and pilot lights are still turned off. Put the mains gas tap back to the 'on' position. It is on when the notched line lies along the pipe. Then light the pilot lights on appliances.
- If your mains tap is stiff and won't turn properly, **don't force it**. If you are not sure about any problems with gas, call us on 020 7926 6000.
- If while doing an annual gas safety check, a Gas Safe registered engineer finds that any gas appliance or equipment you installed is defective, they will turn it off. If you turn it back on and it causes an incident, you will be liable for the damage caused.
- Never turn on the gas to a cooker or water heater until you are ready to light the burner.
- If you have a charge key or slot meter and the gas runs out, turn off all gas taps before you put money

in the meter. When the gas comes on, check that all pilot lights are lit.

- Make sure there is plenty of ventilation around gas appliances and water heaters.

### Gas or fume leaks

If you suspect you have a gas leak, or fumes are coming from any appliance, act immediately.

- If you can turn off the gas supply, **do so at the main 'on' and 'off' lever**, which is next to the gas meter (see the diagrams on the inside front cover of this manual). Make sure you know where the 'on' and 'off' lever is before you need to use it.
- **Immediately call National Grid Gas on freephone 0800 111 999.**
- **Open doors and windows.** This will allow any build-up of gas to escape.
- **Do not use any electrical equipment**, including lighting and power switches or mobile phones. Do not use any naked flames such as candles or matches.
- **Do not smoke in your home** until National Grid Gas says you can.
- **Seek urgent medical attention** if you suspect carbon monoxide poisoning.

Never try to deal with any gas leaks or faults yourself – gas leaks can be dangerous.

If you smell gas outside, call National Grid Gas freephone on **0800 111 999** straight away. **Don't** wait for someone else to do it.

For more tips on carbon monoxide alarms and dealing with gas, please see your copy of the Tenants Handbook.

### Condensation

Condensation often results from modern lifestyles, improvements to windows, doors and roofs, and the installation of central heating systems. Central heating changes the way air flows around rooms. Warm, moist air, which would otherwise have escaped through chimneys, windows and doors, gets trapped inside your home.

Condensation appears when moisture vapour meets a cold surface. You can see it as water droplets on the walls, ceilings and windows. This can lead to a spread of black mould if not cleared away.

You can greatly reduce condensation in your home by taking these few simple precautions:

- **Do not** dry clothes on radiators.
- **Open windows and cover pans** when cooking.
- **Run cold water into the bath** before adding hot water.
- **Do not** block up air vents in walls and doors.

- **Clean away** any mould that appears on walls, ceilings or windows with a suitable cleaning solution.
- **Do not** vent a tumble dryer into a room.
- **Shut** kitchen or bathroom doors when using extractor fans.
- **Open windows** regularly to replace damp air with dry air, especially in the morning.

For more about avoiding and managing condensation, please see your copy of the Tenants Handbook. However, please contact us if you still can't remove black mould or damp after following the advice in this manual and your copy of the Tenants Handbook.

### Asbestos

#### What is asbestos?

Asbestos is a naturally occurring fibrous material that has been used in buildings since the 1950s. It is an insulator (keeping in heat and keeping out cold), has good fire-protection properties and protects against corrosion.

#### Where asbestos material could be found

Asbestos is often mixed with other materials and can be difficult to identify. If your property was built before 2000, some parts of the building are likely to contain asbestos.

Asbestos is found in many products used in buildings, including ceiling tiles, pipe insulation, boilers and sprayed coatings. It has also been used in household products such as ironing boards and oven gloves. Here are lists of areas where asbestos-containing materials can be found. They are not meant to cover everything. The numbers relate to the numbers in the diagram.

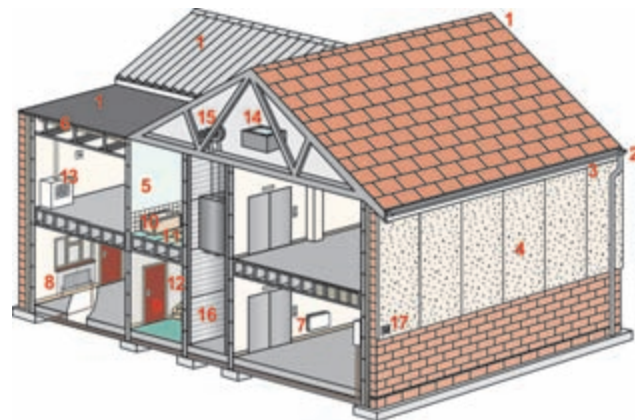
#### Outside:

- sheets, tiles or roof felt on the roof, garage and shed – 1
- gutters and downpipes – 2
- fascia – 3
- wall cladding – 4.

#### Inside:

- partition walls – 5
- lagging – 6
- panels behind fires or heaters – 7
- panels beneath windows – 8
- panels on or inside fire doors – 9
- bath panels and lay boards – 10
- floor tiles – 11
- textured coating (Artex) – 12
- gaskets on air handling unit – 13

- cold-water storage tanks – 14
- lift brake and clutch linings – 15
- panel lining to lift shaft – 16
- central heating flues – 17.



#### Is there a risk to health?

Asbestos-containing materials in good condition are not a risk to people's health. In our properties we try to make sure that anything that may contain asbestos remains in good condition, is sealed with paint and has a warning sign against it. If you suspect that materials containing asbestos have been damaged, contact us immediately on 020 7926 6000. Damage

to asbestos-containing materials can occur during 'do-it-yourself' (DIY) activities. See below for tips on avoiding exposure during DIY.

### Home improvements, repairs and DIY

You should contact us before doing any of the work shown below in your home. We can tell you whether asbestos-containing materials are present in the area where you plan to work.

- **Don't** drill, cut into, sand or scrape anything you think may contain asbestos.
- **Always soak** wallpaper before removing it. If possible, use a steam stripper and gently peel away the paper before redecorating.
- **Don't** try to remove textured coatings (Artex) from ceilings. Wash any area of flaking paint with sugar soap before repainting.
- **Don't** try to remove old floor tiles or linoleum. Leave them in place and lay new floor coverings over them.

### Asbestos register

By law we must maintain an asbestos register. The asbestos register is essential to managing asbestos in our properties. It lists all materials that are either presumed to contain asbestos or have been confirmed to contain asbestos after laboratory sampling and analysis.

You may request information from the register about your home.

For more about asbestos in your home, please contact us and see the Tenants Handbook.

**Remember**, materials containing asbestos are **safe** if they are in good condition, and are not moved or interfered with.

### Home improvements

If you are a secure tenant and you want to carry out alterations or improvements to your property, you **must** get written permission from us. You may also need planning permission or building regulations approval. You are responsible for getting this permission and paying any resulting fees.

Please see your copy of the Tenants Handbook for more information.

### Compensation for improvements

If you carry out improvements to your property (with our permission) and you later move, you may be entitled to compensation. This depends on how long ago you made the improvements and the type you made. You must get a valuation before and after the work is done so we know how much compensation is reasonable for us to pay.

Improvements that qualify for compensation include:

- bath or shower
- kitchen sink
- space or water heating
- loft insulation.

You will not qualify for compensation if:

- you use your Right to Repair for the installation, or
- you lose possession of your home as a result of a court order (for instance because of rent arrears or nuisance).

For more information, contact us.

### Decoration

You **must** keep the inside of your home reasonably well decorated. We are responsible for outside decoration. However, if you would like to do outside decoration yourself, you **must** get our permission first and supply a written plan of how you are going to do the work.

We will repair any decorations that are damaged as a result of other work we have done, or we will (if we choose to) pay you a decoration allowance instead.

If you are elderly, vulnerable or have a disability, and there is no other member of your household or family who can help, we may be able to decorate certain rooms in your home under a planned programme. Please contact us for more information.

### Personal satellite dishes and aerials

You **must** get Lambeth Council's permission before installing a satellite or cable TV, where this needs any building work or fixing to the outside of the property.

For more information please see your copy of the Tenants Handbook.

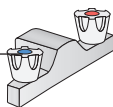
### Diagnosing a repair

When you contact us to make a repair request, we can process it faster and more efficiently if you use the diagrams on the following pages. The diagrams and codes that go with them are the same ones we use to order your repair.

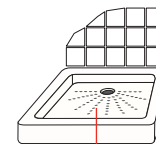
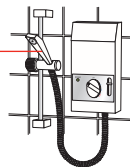
When reporting your repair please tell us:

- the section title
- the number next to the item
- the description that matches the type of repair you need.

- 1 Renew bath mixer
- 2 Overhaul bath mixer



- 10 Electric shower unit needs repair
- 11 Shower needs repair



- 14 Shower tray needs repair

- 3 Ceramic wall tiles are broken\*

- 4 Water is seeping between bath and wall\*

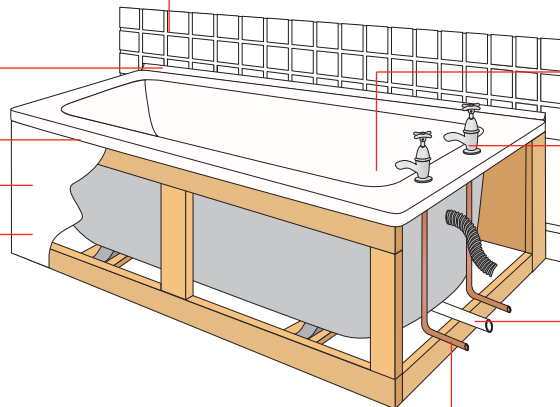
- 5 Bath is loose

- 6 Timber end panel is broken

- 7 Timber side panel is broken

- 8 Plastic end panel is broken

- 9 Plastic side panel is broken



- 15 Plug and chain to bath is broken or missing\*

- 16 Tap cannot turn off or on

- 17 Tap is loose, broken or leaking\*

- 18 Bath is blocked\*

- 19 Trap or waste is broken

- 20 Waste is leaking

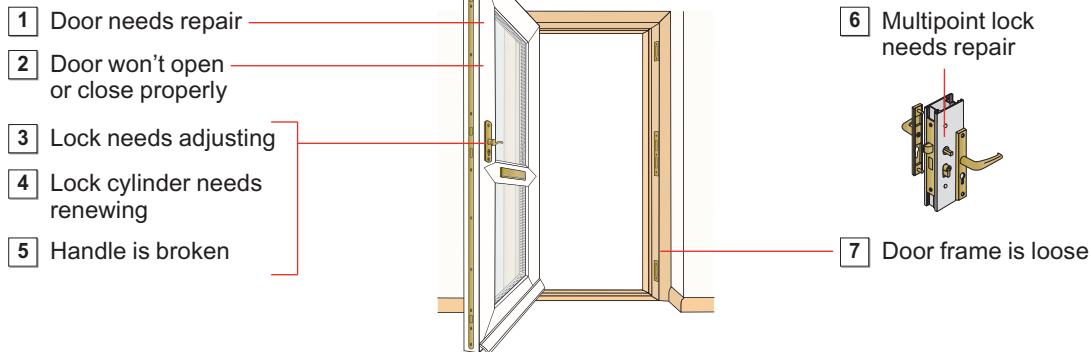
- 12 Cold water supply is leaking under bath
- 13 Hot water supply is leaking under bath

\* Discretionary repairs for elderly, vulnerable or disabled residents.

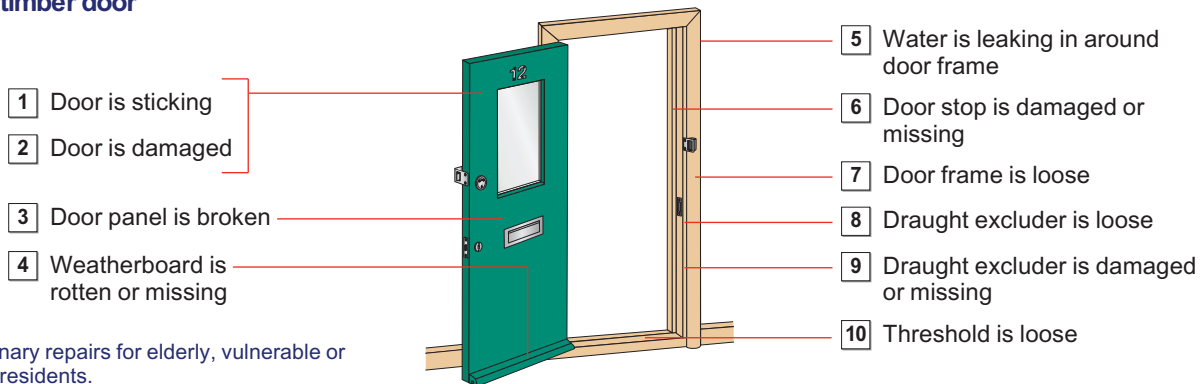
## Doors and locks

## What is the fault and its number?

### Outside PVCu door and locks



### Outside timber door



\* Discretionary repairs for elderly, vulnerable or disabled residents.



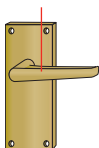
## Top tip

Check that the striking plate or keep is fixed to the door frame. If the lock sticks, try oiling it through the keyhole. If your key is lost or broken, we may be able to enter your home to change part of the lock.

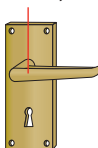
**Please note** – Lambeth Living is only responsible for one lock on the outside door (usually a Euro/Yale-type lock). If you damage your locks we will charge you for the cost of the repair unless it was caused through fair wear and tear, a crime and you have a crime reference number or you are an elderly, vulnerable or disabled resident. Close all doors when you go to bed or go out – this stops fire spreading.

## Locks and latches

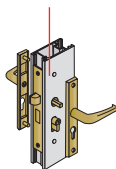
- 1 Inside door handle is broken



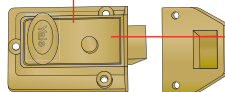
- 2 Inside door handle (with lock) is broken



- 6 Multipoint lock needs repair



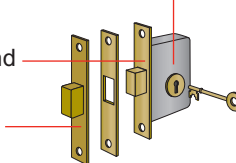
- 7 Cylinder lock is broken beyond repair



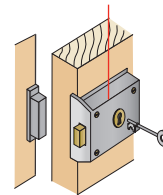
- 3 Mortice deadlock and keep is broken

- 4 Striking plate needs adjusting

- 5 Mortice deadlock is broken



- 9 Rim lock is broken



- 10 Any lock needs repair

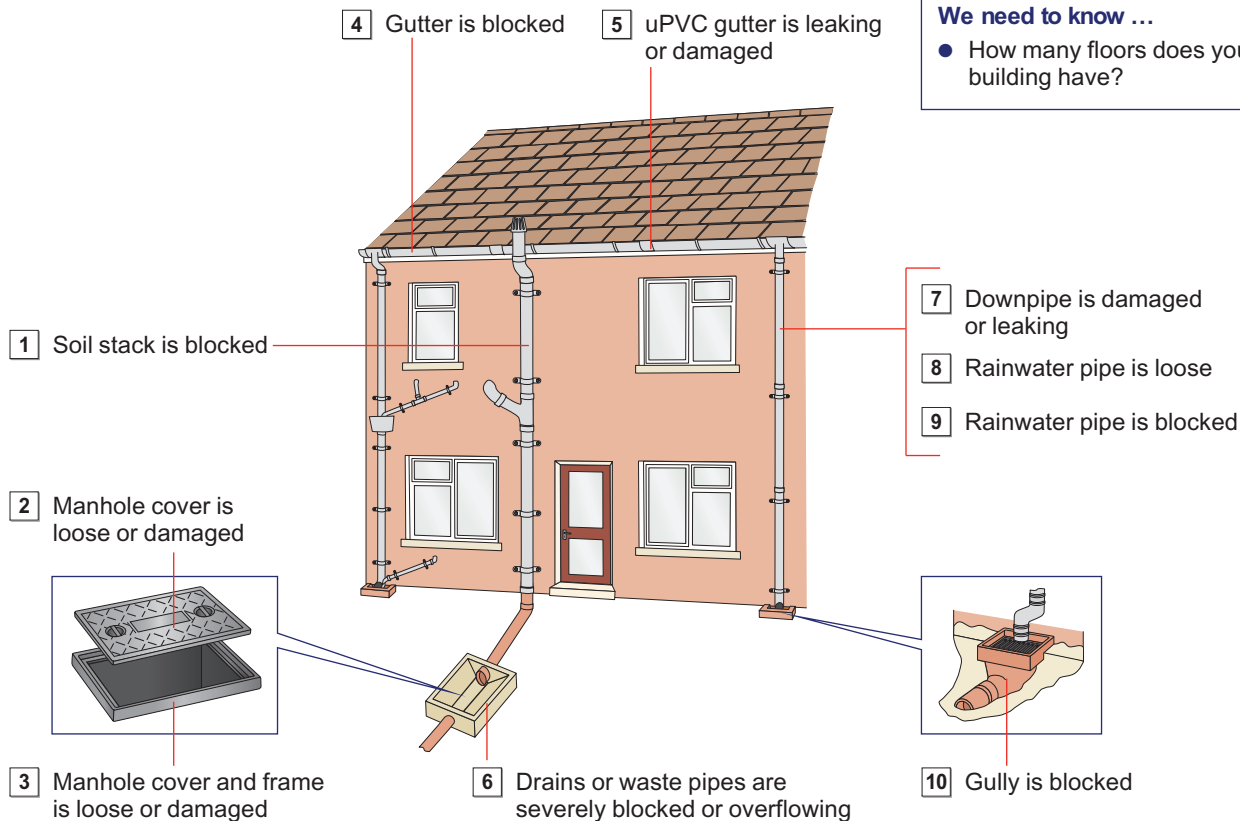
- 11 FB4 locks to intake cupboard door are needed



Profile lock

# Drainage and gutters

## What is the fault and its number?



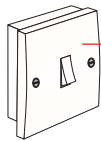
### We need to know ...

- How many floors does your building have?

### Lighting

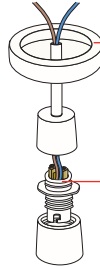


1 Pull switch is damaged



2 Switch plate is damaged

7 Electrical fault to lighting circuit



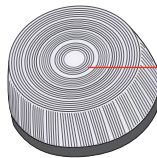
3 Ceiling rose is broken



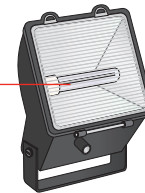
4 Pendant is damaged



6 Batten holder is damaged



5 Outside light is not working

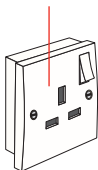


# Electrics

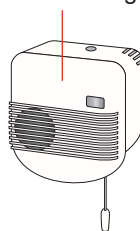
## What is the fault and its number?

### Power

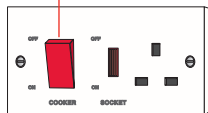
- 1 Socket is not working or is damaged



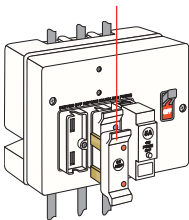
- 2 Fan is not working or is damaged



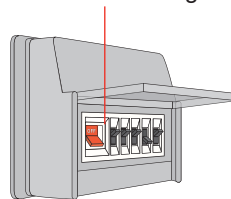
- 3 Cooker socket is not working or is damaged



- 4 Fuse is blown



- 5 Mains need testing



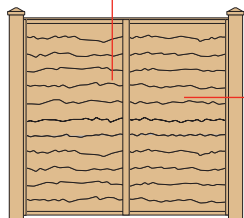
- 6 Total or partial loss of power

- 7 Electrical fault to power circuit (sockets and fixed appliances)

### We need to know ...

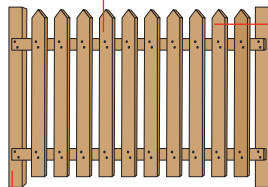
- Are there any other properties in the area affected?
- Could one of your appliances be faulty? (Have you tested your appliance in another socket or another appliance in the same socket?)
- Have you checked the fuse or the trip switch?
- Which circuit is affected – lights or sockets?
- Which room is it in?
- Are there sparks or smoke?

- 1 Fence is damaged beyond repair

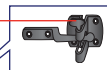


- 3 Fence board is damaged or missing

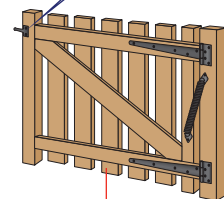
- 4 Fence paling is damaged or missing



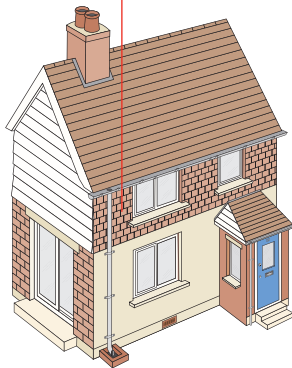
- 8 Gate catch is damaged or missing



- 9 Fence paling is loose or broken

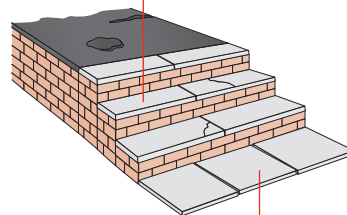


- 2 Hanging tiles are broken or missing



- 5 Fence post is damaged or missing

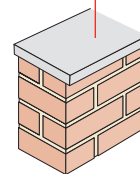
- 6 Step is loose or faulty



- 7 Paving is loose or faulty

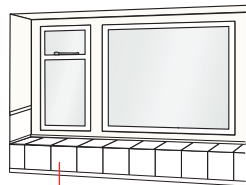
- 10 Timber gate is damaged beyond repair

- 11 Coping on wall is loose



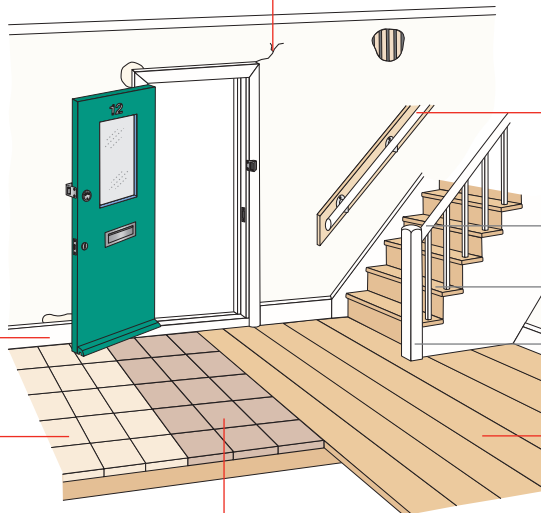
# Floors, walls, ceilings and stairs

## What is the fault and its number?



1 Wall tile is loose\*

4 Plaster on ceiling or wall is cracked or needs patching\*



2 Skirting board is loose or broken\*

3 Quarry floor tile is loose

5 Vinyl floor tile is loose

6 Vinyl floor tile is broken

7 Handrail is loose

8 Handrail is broken

Handrail

Tread

Newel post

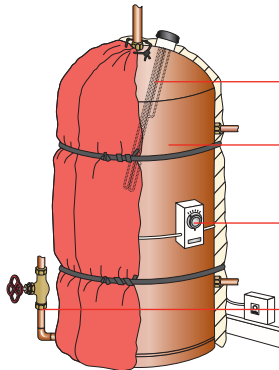
9 Floorboards are loose

\* Discretionary repairs for elderly, vulnerable or disabled residents.

### Electric and solid-fuel heating and hot water



1 Electric or solid-fuel heating is faulty

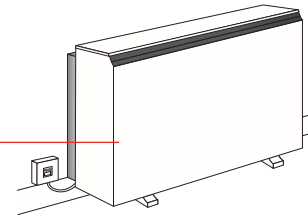


3 No hot water

4 Hot-water cylinder is burst

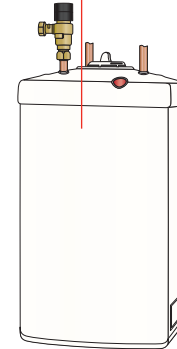
5 Cylinder thermostat is faulty

6 Hot-water cylinder is leaking



2 Electric heater is faulty

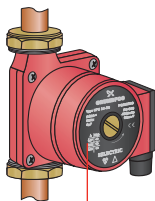
7 Multipoint water heater is faulty



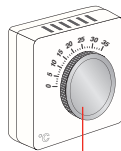
# Heating and hot water

## What is the fault and its number?

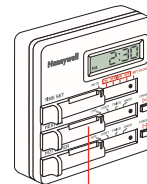
### Gas heating and hot water



- 1** Heating pump or motorised valve is noisy



- 5** Room thermostat is faulty

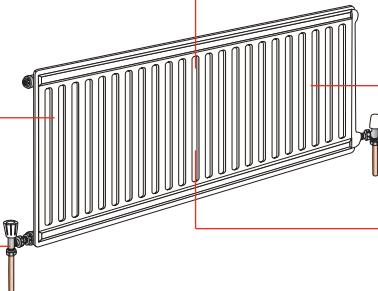


- 8** Programmer is faulty

- 2** Radiator is loose on wall

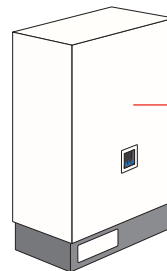
- 3** Radiator is damaged

- 4** Radiator is leaking



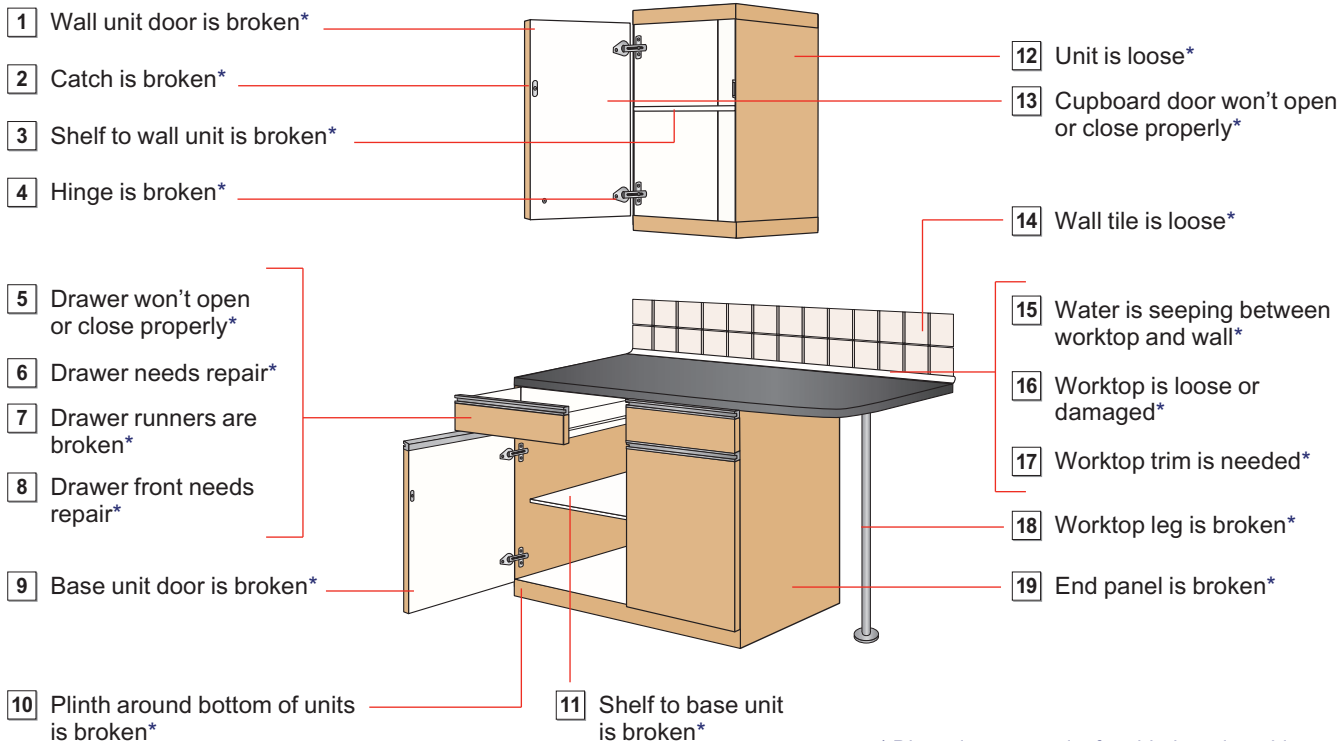
- 6** Central-heating system is noisy

- 7** No heating



- 9** No hot water





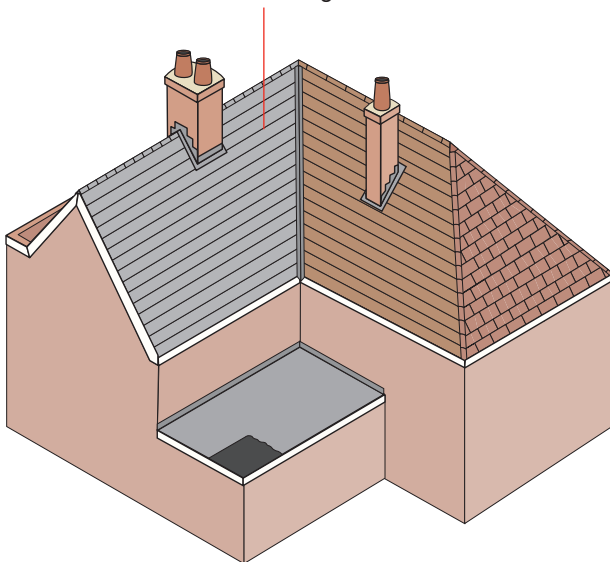
\* Discretionary repairs for elderly, vulnerable or disabled residents.

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## Roofs

## What is the fault and its number?

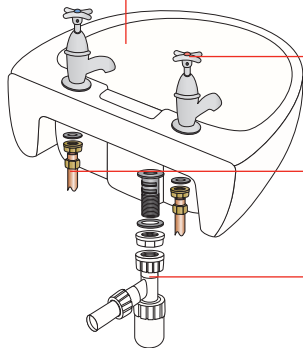
- 1 Any type of roof is leaking or tiles are missing



### We need to know ...

- Are any electrical fittings getting wet?
- How bad is the leak?
- Is the ceiling starting to sag or fall in?
- What type of roof is it – flat or pitched?
- How many floors are there in your building?
- Is there a flat above you?
- Does it only leak when it rains?
- Is there easy access to the roof?
- Is there a risk of injury from falling materials?

1 Basin is loose or minor repair is needed\*



2 Basin tap is dripping or leaking

3 Pair of basin taps are broken

4 Water supply pipe has burst to basin

5 Basin is blocked\*

6 Sink tap is dripping or leaking\*

7 Pair of sink taps are broken

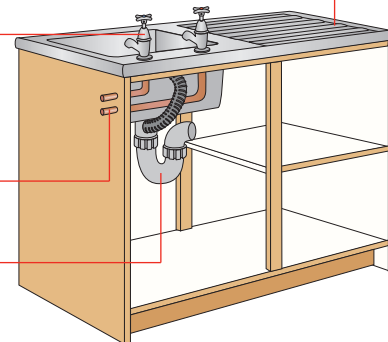
8 Water supply pipe has burst to sink

9 Sink is blocked\*



10 Plug and chain is damaged or missing\*

11 Sink top is loose

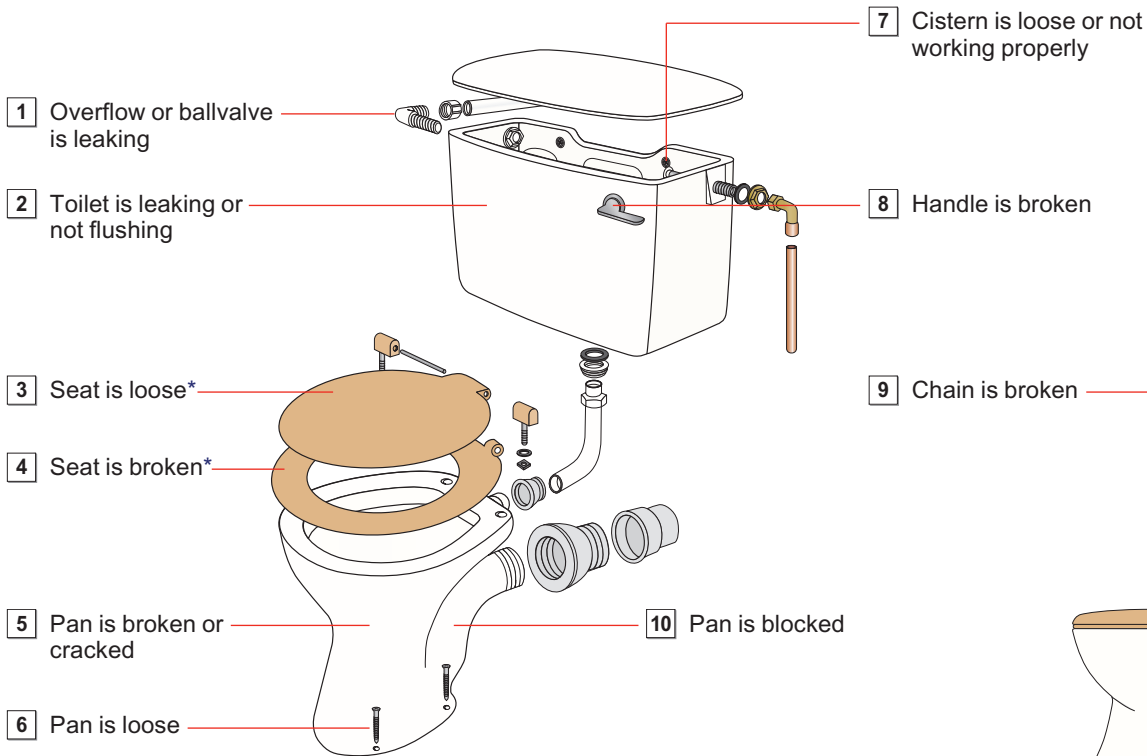


\* Discretionary repairs for elderly, vulnerable or disabled residents.

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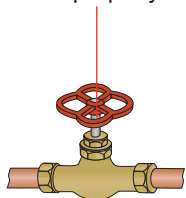
# Toilets

## What is the fault and its number?

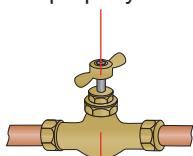


\* Discretionary repairs for elderly, vulnerable or disabled residents.

- 1 Gate valve won't open or shut properly

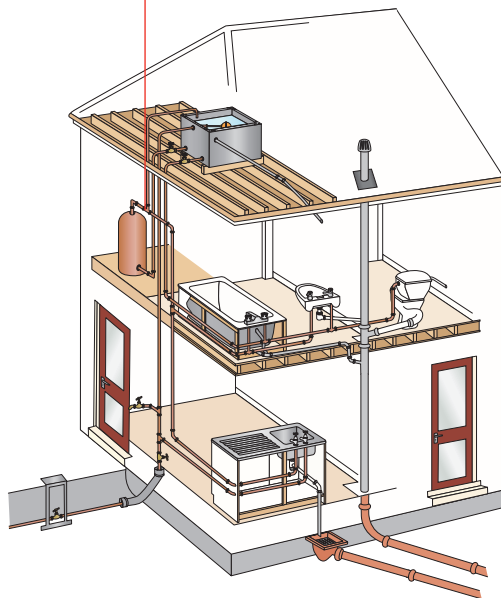


- 2 Stopcock won't open or shut properly



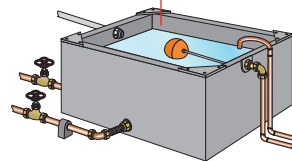
- 3 Stopcock is broken

- 4 Water pipe is leaking
- 5 Knocking sound from water pipes
- 6 Total loss of cold water supply
- 7 Partial loss of cold water supply



- 8 Cold-water tank is overflowing

- 9 Cold-water tank is leaking



- 10 Service valve won't open or shut properly



# Windows

## What is the fault and its number?

### Metal windows

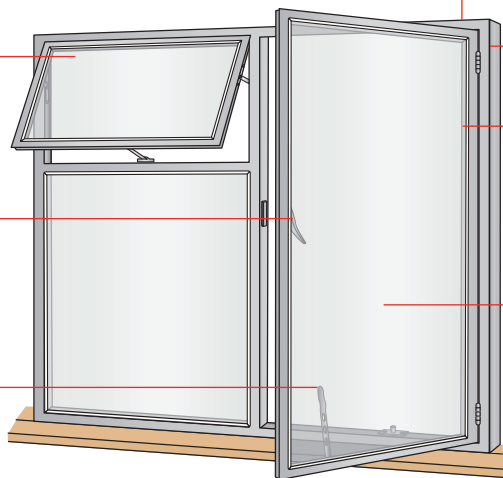
1 Window needs repair

2 Window won't open or close properly

3 Window catch needs repair\*

4 Side handle is loose or broken\*

5 Bottom stay or handle is loose or broken



6 Water is seeping in at window frame

7 Window frame is loose

8 Putty is broken or missing

9 Window is cracked or broken – ground floor

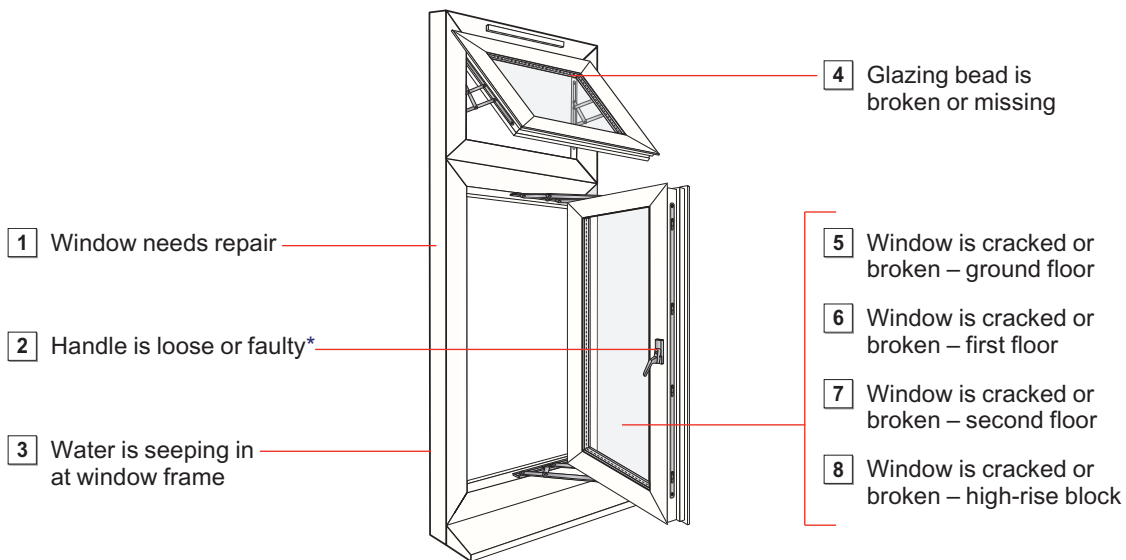
10 Window is cracked or broken – first floor

11 Window is cracked or broken – second floor

12 Window is cracked or broken – high-rise block

\* Discretionary repairs for elderly, vulnerable or disabled residents.

### PVCu windows

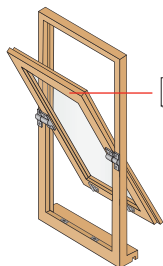


\* Discretionary repairs for elderly, vulnerable or disabled residents.

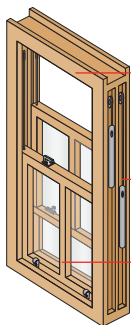
# Windows

## What is the fault and its number?

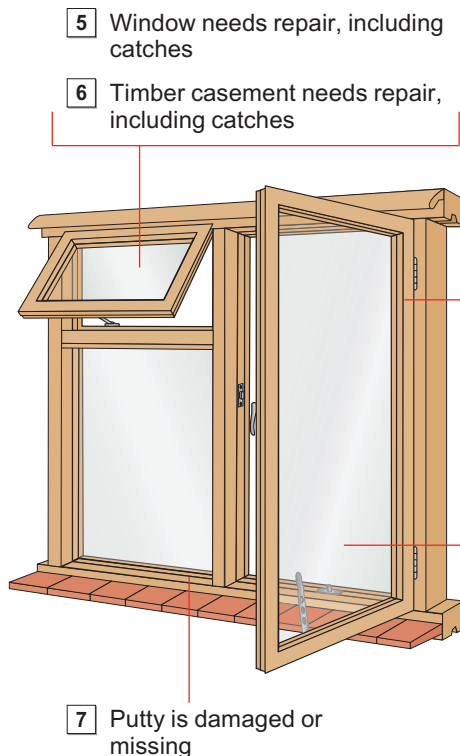
### Timber windows



- 1** Pivot window needs repair, including catches



- 2** Box sash needs repair, including catches
- 3** Box sash cords are broken
- 4** Box sash needs easing or adjusting



- 5** Window needs repair, including catches
- 6** Timber casement needs repair, including catches

- 8** Frame needs furniture renewing as necessary
- 9** Window frame is rotten or damaged
- 10** Water is seeping in at window frame
- 11** Window is cracked or broken – ground floor
- 12** Window is cracked or broken – first floor
- 13** Window is cracked or broken – second floor
- 14** Window is cracked or broken – high-rise block

- 7** Putty is damaged or missing



## Handy hints

This section tells you:

- what information you will need to provide when reporting a repair
- what you can do before we come to carry out a repair, to prevent damage to your home or your personal possessions
- how to reduce the risk of injury to people who are in your home.

## Frozen or burst pipes

### General advice

- Know where your stopcock is. It is where the water pipe enters the house – usually under the kitchen sink, in a downstairs toilet or on the side of the chimney breast.
- Know where the gate valves for the hot and cold-water tanks are. They are usually near the hot-water and cold-water tanks.
- Make sure you can easily turn all taps and valves, and test this once a year.
- Make sure pipes and tanks in your roof space are lagged (insulated). Never insulate underneath the water tank in the loft, as it needs some heat from below to stop it freezing in winter.

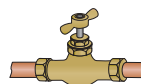
## What to do

### Frozen pipes

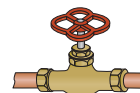
- Turn off the water at the main stopcock.
- Thaw frozen pipes gently with hot-water bottles or a hair dryer.
- If the hot-water system is frozen, turn off the water heater.

### Burst pipes

- Turn off the water at the main stopcock and any water heaters.
- Turn on all taps to drain water from the system. This may take about 15 minutes.
- When the water stops running, turn all taps off.
- If the electrics are getting wet, **do not touch them.**  
**Turn off the electricity at the consumer unit or fuse box.**



Stopcock

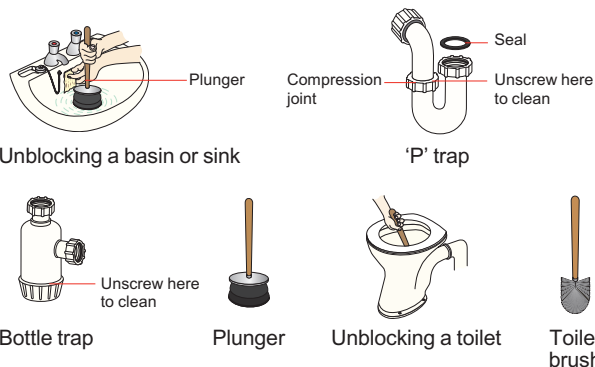


Gate valve



Pipe lagging

## Clearing a blocked waste pipe



### Avoiding toilet blockages

Air fresheners that attach to the rim of the toilet pan should be fastened securely so they do not fall in and cause a blockage. Blockages are usually caused by objects such as:

- nappies
- toys
- sanitary towels
- air fresheners.

If a blockage happens as a result of these objects getting stuck, we may charge you for clearing it.

### To unblock a toilet

- If the pan is already full, remove some of the water into a bucket using a scoop, for example a jug or a bowl.
- Push the plunger to the bottom of the pan.
- Pump it up and down vigorously about 10 times. This creates a pressure vacuum, which may shift the blockage.
- When the blockage has disappeared, pour water from a bucket into the pan and see if it clears.
- You may need to repeat this process several times before the toilet flushes normally. If there is no improvement after a couple of tries, you should contact us.

Thoroughly wash your hands and all equipment after you have finished.

### Avoiding sink, basin or bath blockages

Blockages to sink, basin or bath waste pipes are usually caused by a build-up of:

- fat
- tea leaves or
- hair in the waste trap.

**Note** – use a suitable product available from most DIY stores to clear waste pipes and traps. **Do not use** caustic soda as it destroys modern plastic fittings.

The trap is under the bath, basin or sink. It always holds some water, which stops air and foul smells coming up the pipe. However, waste material can build up and cause a blockage.

### To unblock a sink, basin or bath

You will need:

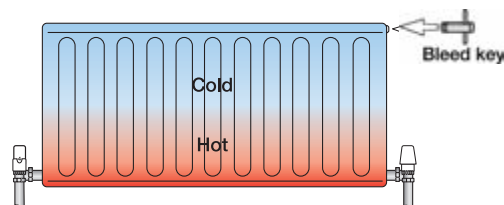
- a bowl
- a jug or cup
- a rag or dishcloth
- a plunger
- rubber gloves.

Then:

- bale out most of the water, so the sink is half full
- wet the rag and hold the rag tightly over the overflow opening, and
- place the plunger over the plug hole and pump up and down rapidly.

If the sink, basin or bath is blocked, the blockage may be in the soil stack or main drain. We will need to clear this.

### Heating – bleeding your radiators



Air in radiators can be a common fault on some heating systems, but it is easy to put right.

If the radiator is cold at the top and hot at the bottom, you will need to bleed it.

#### How to bleed your radiators

- Turn off the central heating.
- Insert a radiator bleed key into the radiator bleed vent (see diagram above).
- Turn the key anti-clockwise to a maximum of one turn. You should hear a hiss as air escapes.
- As soon as water starts to appear at the bleed vent, turn off the vent by turning the key clockwise – **do not over-tighten**.
- Hold a cloth underneath the radiator bleed vent to catch any escaping water.
- Turn on the central heating and re-check the radiator.

## Controlling your central heating

**Before you report to us that your heating is not working, check:**

- the gas supply is turned on and there is credit on the meter
- whether a fuse in the mains board has 'tripped'. If so, reset the circuit breaker
- all electrical switches to the heating system are turned to the 'on' position
- the timer, clock or programmer is set to come on for heating. Slide the heating control to the 'on' position or '24hr' setting (see diagrams below). To get the heating to come on, you may need to turn the room thermostat up to a higher setting (see diagrams below)
- all your boiler controls and any switches feeding the boiler are turned to the 'on' position.



Timer or programmer



Timer/clock or programmer



Thermostat setting here

Room thermostat



Immersion switch

## Electrical

Always keep a torch handy for electrical emergencies.

### Before you report a repair

If all of your electricity goes off, check:

- you have credit on your meter or your bill has been paid
- if there is a power cut by seeing if the street lights or your neighbours' lights are on.

If all your electricity is off, you will need to contact your electricity supplier for help.

### Water leaks

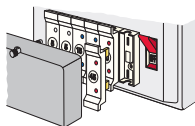
- If there is a water leak or spillage in your home and it affects the electrics, for example the bath overflows and water comes through a light fitting, **do not use the affected points**. If possible, switch off the electric circuit at the fuse box.

**Do not touch electrical points if you have wet hands.**

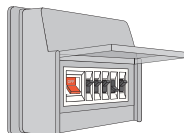
### Damaged or dangerous electrical points

- If you smell burning or a fitting is damaged and showing exposed cables or connections, do not use it and if possible switch it off.
- If you are not sure which circuit it is, switch everything off.

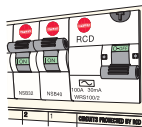
## Fuse box



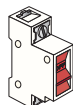
Fuse board



Consumer unit



Trip switches



Circuit breaker

Many homes are now installed with modern fuse boxes called 'consumer units', which contain circuit breakers or trip switches. If a fault occurs, these circuit breakers switch off to prevent injury and damage. If you do not have trip switches in your home and have fuses that can be rewired, **please don't try to repair or replace them**. Contact us to arrange an appointment.

Trip switches can operate for various reasons, including:

- an overloaded circuit – for instance, too many appliances being used at the same time
- faulty or misused appliances – for example, cookers and extension leads
- dirty cookers or toasters

- overfilled kettles
- faulty immersion heaters
- light bulbs blowing.

If your lighting circuit goes off, check that the trip switches marked 'lights' are switched on. If any are off, turn off the main switch (usually the red one at the end), reset the circuit breaker and turn the main switch back on. Check to see which lamp has 'blown'.

If your sockets go off, unplug everything and turn off the main switch (this is usually the red one at the end), reset the circuit breaker and turn the main switch back on. Go around the house plugging appliances back in until you find the one with the fault. You may need to have the appliance replaced or repaired by a qualified electrician. If an appliance is faulty, do not put the plug back in.

**Warning – never tamper with the electricity company's fuse, meter or seals. You should contact your electricity supplier.**

## Lighting



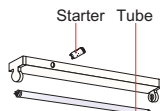
Batten holder



Single switch



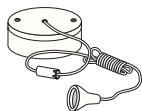
Double switch



Fluorescent



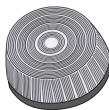
Pendant



Pull cord



Security light



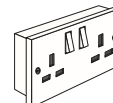
Bulkhead light

It is your responsibility to change pull cords, lamps, fluorescent tubes and starters (the switch that helps a fluorescent lamp to light). If possible, do this during daylight and make sure the light switch is turned off before you start. If you are not sure, turn off the circuit at the fuse box. Lamps and fluorescent tubes can get hot while they are switched on, so let them cool down before you touch them. If a light switch is not working or a light is flickering, switch it off and do not use it until an electrician has attended. If you have any table or upright lamps, use them instead of the faulty main light.

## Sockets and power



Single socket



Double socket



Switched fused spur



Fused spur



Plug top



Cartridge fuse

### Before you report a repair

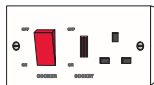
- Make sure the cartridge fuse in the plug is the correct rating (the proper amperage) for the appliance.

We do not supply plug tops. If a plug top is missing or damaged, it is your responsibility to replace it.

If the circuit to which your freezer is connected goes off, plug the freezer into another circuit using an extension lead. Keep the freezer door closed to keep in the cold.

Do not overload sockets. Overloading sockets by using adaptors is dangerous and can cause a fire.

## Cookers



Cooker power point



Cooker connector

Unless we own your cooker, it is your responsibility to maintain and repair it.

If you are disposing of or renewing your cooker, it is your responsibility to disconnect your old cooker and have the new one safely connected. This work must be carried out safely by a qualified electrician or Gas Safe registered engineer.

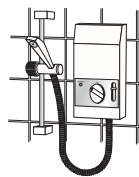
If your electric cooker stops working, make sure:

- the cooker switch is in the 'on' position
- the cooker trip switch in your fuse box is on
- there is power or credit on your meter.

If part of your cooker is still working, for example the hob rings, the problem is with the oven, so you will need to have it tested.

**Do not use** the oven if there is a fault.

## Showers and immersions



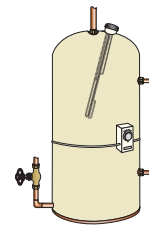
Electric shower



Pull cord



Booster switch



Cylinder and immersion heater

### Before you report a repair

#### Showers

Please check which type of shower you have before you report a repair. Electric showers usually have a pull switch nearby and lights or indicators to show there is power. If none of these are present, it is not an electric shower.

Please also check:

- the shower pull switch hasn't been accidentally switched off
- if the shower head is blocked. This can cause problems with the water flow if not kept clean and clear.

Sometimes the shower is not connected directly into the main fuse box; instead it is connected into a smaller fuse box nearby, marked 'shower'. This can be in a cupboard behind the fuse box.

It is your responsibility to change the shower pull cord (but not the switch).

If you report a repair with an electric shower, please tell us if there is a water leak.

### Immersion

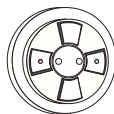
Check that all controls are switched on.

If you use off-peak electricity to heat your water, check to see if there is a booster switch you can use temporarily.

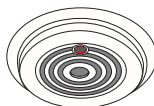
### Smoke detectors and alarms



Smoke  
detector



Smoke alarm  
(electric)



Smoke alarm  
(battery-operated)

We fit smoke detectors or alarms for your safety. You should test them each week by pressing the 'test' button. The alarm will sound briefly if they are working correctly. If you hear the alarm at any other time, check for fire.

If a battery-operated alarm is installed in your home, it is your responsibility to replace the battery. When you change a battery, make sure it is the correct type and

always use a new one. After you have changed the battery, test the alarm to make sure it is working – never assume it is. When a battery starts to run low, the alarm will make an occasional beeping sound to warn you that the battery needs to be replaced. The alarm will still operate if smoke is detected, but the longer you take to change the battery, the weaker the alarm will become. If you do not change the battery, the alarm will eventually stop beeping and will not detect smoke in an emergency.

**Do not try to remove a mains-operated smoke alarm from the ceiling.**

If a mains-operated smoke alarm starts beeping randomly, it may be due to:

- sudden changes in air temperature (draughts)
- dust
- insects
- smoke or steam.

If the alarm beeps, this does not mean it is faulty or will go off. Dust your smoke alarms regularly and vacuum them occasionally to remove dust or small insects.

If the smoke alarm is damaged or there are any wires or electrical connections showing, turn off the circuit at the fuse box or consumer unit.



## Repair details record

This section is for you to keep a record of the repairs that you ask us to carry out.

Date you reported the repair	Job reference number	Details of the repair	Comments

## Useful phone numbers

**For all enquiries, including reporting a repair, contact the Lambeth Living Call Centre**

**Postal address:**

Lambeth Living Ltd  
Service Improvement  
First Floor, Hambrook House  
Porden Road  
London  
SW2 5RW

**General enquiries** (during office hours, Monday to Friday 9am to 5pm): 020 7926 6000

**Emergency repairs** (out of hours, after 5pm and before 9am Monday to Friday, or on a weekend):  
020 7926 6666

**Leaseholders: 020 7926 6700**

Language Line: 020 7926 6660

**Vulnerable tenants: 020 7926 6270**

Website: [www.lambethliving.org.uk](http://www.lambethliving.org.uk)

## Emergency contacts

**Smell of gas, gas leaks (see inside front cover):**  
0800 111 999

**Emergency services** (ambulance, police and fire): 999

## Your notes

[illegible]

## Where to find equipment

Item	Position in your home
Boiler	
Fuse box	
Gas on and off lever	
Stopcock (mains water)	
Trip switch or electricity meter	
Water tank	

Property reference: \_\_\_\_\_

Rent reference: \_\_\_\_\_

**If you would like this information in large print, Braille, audio tape or another language, please contact us on 020 7926 3528.**

**Spanish** (ask for a copy of the Repairs Manual)

Si desea información en otra idioma rogamos nos llame al 020 7926 3528

**French** (ask for a copy of the Repairs Manual)

Si vous souhaitez ces informations dans une autre langue, veuillez nous contacter au 020 7926 3528

**Portuguese** (ask for a copy of the Repairs Manual)

Se desejar esta informação noutro idioma, é favor telefonar para 020 7926 3528

**Somali** (ask for a copy of the Repairs Manual)

Haddii aad jeceshahay inaad warbixintan ku heshid luqad kale, fadlan la xiriir 020 7926 3528

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