



PROPERTYUNITY  
LETS

## Repairs and Maintenance

Within this guide you will find information we think you will find useful during your tenancy at the property.

We do encourage you to read this document carefully and keep this handy during your tenancy as this may assist you in resolving some issues. Should we have to attend for a minor issue or repair covered below and talked through at the move in meeting, charges will apply.

To report a landlord repair whether this is an emergency or routine, please contact us on:

Telephone: 0191 548 2444

### Useful Emergency Contact Numbers

Gas leak	Northern Gas Networks	0800 111 999
Power cut	Northern Power Grid	105
Flooding/Public sewer blockage	Northumbrian Water	0345 717 1100

### What is an Emergency?

An emergency is something that could not have been foreseen which can cause a threat to life or serious damage to the property. **We aim to attend to an emergency within 24 hours.** We class emergencies as:

### No Heating or Hot Water

Whilst this is classed as an emergency, we will ask that you check your boiler and pre-payment meter if you have one before we will attend.

- **Check your electricity supply** and make sure your boiler is turned on at the wall. If your boiler is on and it displays an error code or there is a flashing light, you can press the reset button. If there are no electrical appliances working around the home, it is worth checking outside and with neighbours to see if there has been a power cut. To check if there is a power cut or report one, please contact **Northern Power Grid on 105**
- **Check your gas supply** by turning on other gas appliances such as a cooker to check if your home is being supplied. If the cooker turns on, the gas supply is fine. If it does not, then please check the following:
  - **Your pre-payment meter** to make sure there are sufficient funds. If there is insufficient credit, the supplier may cut off the supply. If you have sufficient credit, please check:
  - **Your thermostat** to see if this is working correctly and the batteries are fine. If the batteries are low, please change these and restart the thermostat.



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Once this is re-set increase the current temperature to above the room temperature to see if the boiler will come on.

- **Check the boiler pressure using the instructions provided which work with most common boilers.** The pressure gauge should be between 1 and 1.5 bar. If the pressure is lower than 1 or in the red, the pressure is too low. To re-pressurise the boiler:
  - Turn of the boiler
  - Underneath the boiler there will be a filling loop which will be a flexi hose, rigid hose or pipes that connect to 2 water pipes. There will be 2 taps at either end which will be grey, blue, or black or a small handle.
  - Turn the handles/taps to the left so they point in the same direction as the hose. You should now hear water running and see the pressure gauge increase.
  - When the gauge increases to 1.5, turn the taps/handle back to the right and into the original position. If the pressure gauge remains in the same position and there are no leaks, turn the boiler back on.

If the pressure drops on a regular basis, please call to have the boiler inspected.

- **Check your radiators, you can do this with a radiator key by:**
  - Switching the heating system off and letting it cool down.
  - When cool, locate the square bleed screw at the end of the radiator.
  - Place a dry cloth under the screw to catch any water and place the key into the screw and turn very slowly until a hissing sound can be heard. This is the trapped air escaping.
  - When the hissing has stopped, turn the screw back to the original position but do not tighten too much.

Do this before the winter to ensure the heating system works efficiently.

### Gas Leaks or leaks from gas appliances

Any gas leaks within the property should be reported immediately. In the event of a gas leak, please call **Northern Gas Networks on 0800 111 999**.

### Alarms and Detectors

Emergencies are full sounding fire or carbon monoxide alarms and should be reported immediately.

### Electrical Faults

These are:

- Total loss of power
- Water on electrics



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- Loss of power to medical equipment
- Exposed electric cables.

Again, check if there has been a power cut in the area and that the pre-payment meter has sufficient funds.

If the loss of power is affecting lights and/or sockets, please try the following:

- Check the trip switches on the main consumer unit.
- Unplug any electrical appliances.
- Reset the switches on the consumer unit.
- Start to plug the appliances back in one at a time. If the switches trip again after any of the appliance being plugged back in, you will be able to see what has caused the issue.

### Security Issues

Emergencies would be:

- Any main external doors to enter or exit the property are jammed open and cannot be locked.
- Any windows to the ground floor of the property which are jammed open and cannot be locked.
- Any communal doors which won't open or close correctly.

### Lost or stolen keys

Before reporting lost or stolen keys, please check if there is anyone else who would have a set of keys. We must still receive confirmation of the situation and charges will apply for replacement keys or locks if required.

A crime number will be needed if the keys have been stolen.

### Blocked Toilets

This is an emergency if there is no other toilet facility within the property.

Please do not use a blocked toilet. You may be able to unblock this yourself by removing some of the water, pouring water into the toilet and using a plunger to release any blockage.

### Blocked Drains or Water Leaks

Emergencies would be:

- Blocked drains and waste pipes
- Water leaks that cannot be stopped



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**To prevent water leaks which may occur in the property:**

- Always use a qualified tradesperson to install pipework to appliances such as washing machines, dish washers etc.
- Make sure you are aware of where the stop tap is located and how to turn it off. This will have been highlighted to you in your move in meeting with the lettings manager.

**To help keep drains and pipes clear:**

- Do not put grease, oil or cooking fat down the drain, always dispose of in the bin.
- Make sure sinks and plugholes are kept clean and clear of waste.
- Only put toilet paper in the toilet, dispose of other sanitary products in the bin.

If you are aware that the public sewer is blocked, please call **Northumbrian Water on 0345 717 1100**.

**Storm Damage**

Emergencies caused by storm damage would be:

- Lose of heating or hot water
- Damage caused by fallen tree.
- Fallen fence or boundary wall.
- Damage to any gas flues
- Significant structural damage which includes:
  - roof damage and loose tiles/debris
  - collapsed or loose chimney stack
  - collapsed external walls.



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## How do I know what I am responsible for?

We have detailed below the repairs which are the responsibility of either the tenant or landlord/agent under the tenancy agreement. If you call the office with a repair which is your responsibility you will be informed of this, and advice given where possible. If the agent must tend to any repairs/maintenance that is the responsibility of the tenant, charges will apply.

### Tenant Responsibility

#### General housekeeping

- Clean your home regularly including windows and doors.
- Keep your garden clean and tidy with the grass cut and clear of any animal waste.
- Maintain and repair any fixtures or fittings which were installed by yourself or previous tenant.
- Maintain any garden structures such as sheds, washing lines, rotary lines where provided.
- Maintain any doorbells, door knockers or furniture such as numbers, stoppers letterboxes.
- You must use the bathroom facilities correctly to ensure the bathroom and other rooms within the property remain in good working order. Excess water should not be allowed to lie on the floors which can cause leaks and other internal damage to the property. If this occurs due to improper use of the facilities, charges will apply.

If you choose to re-decorate or change the floor coverings within the property, you **MUST** seek consent from the Landlord/agent prior to any works commencing.

#### Heating

- Check and bleed the radiators when required. This is detailed above under No Heating and Hot Water.
- Seek permission from the landlord/agent before a smart meter is installed or any woodwork or coverings around meters are changed.

#### Plumbing

- Replace any damaged plugs, chains, toilet seats, shower curtains.
- Clear small blockages to sinks, toilets and baths.

If your property has an outside gully with a grate over, you must make sure this is clear of rubbish and leaves. This ensures water can run into the sewers correctly.

#### Installing appliances

You must always use a Gas Safe Registered tradesperson to:



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- Service any gas cooking appliances.
- Install any pipework for gas cookers.
- Ensure a gas bayonet is on all gas appliances.

### Electrical

- Repair any aerials, satellite dishes and telephones installed at the property.
- Replace light bulbs, fluorescent tubes, and standard light fittings.
- Make sure smoke detectors and carbon monoxide detectors are in good working order by pressing the button on the detector once a week.

### Plastering

- Plaster small cracks and holes in internal walls and ceilings
- Grout tiles to repair damage caused by mould and mildew. A separate guide to mould in the property is included.

### Joinery

- Adjust doors if new carpets/flooring is fitted following permission except for fire doors.
- Tighten screws, handles, and hinges on kitchen cupboards and doors.
- Seek permission to alter kitchen units for installation of appliances such as fridges, freezers, and cookers.

Please note you must never place or alter internal or external fire doors. Your front door will be a fire door if you live in a block of flats. If any fire door is replaced or altered, you will be charged for us to correct this so that it complies with building safety regulations.

We will charge for repairs that are due to neglect or misuse, damaged on purpose. We will also charge for any rubbish, furniture or personal belongings left at the property at the end of your tenancy and will affect your deposit being returned to you.

### Landlord/Agent Responsibility

#### General housekeeping

- Make sure your home is safe, secure and in good condition throughout your tenancy.
- Repair shared/communal areas.
- Provide advice on how to prevent damp and condensation.

#### Heating

- Complete a gas safety check once a year.
- Repair your boiler when you have no heating or hot water and the steps above were not successful.



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### Plumbing

- Clear larger blockages that you cannot clear yourselves.

### Electrical

- Replace any light bulbs or fluorescent tubes that are in an enclosed fitting or an outside light fitting.
- Annual smoke detector and carbon monoxide detector tests
- Electrical Installation Condition Report, this is carried out every 3-5 years.

### Plastering

- Patch walls and ceilings
- Skim walls and ceilings where there is a structural issue.
- Grout tiles and repair damage caused by wear and tear.

### Joinery

- Maintain and repair all fire doors.
- Repair and replace doors damaged by general wear and tear.
- Repair and existing fencing, locks, bolts, and catches.

### Pest control

Local Authorities provide guidance on their websites for dealing with several pest control issues such as:

- Mice, rats, wasps, and bedbugs.

They will provide guidance on the actions that can be taken, when and any associated costs.