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Your Repairs Handbook

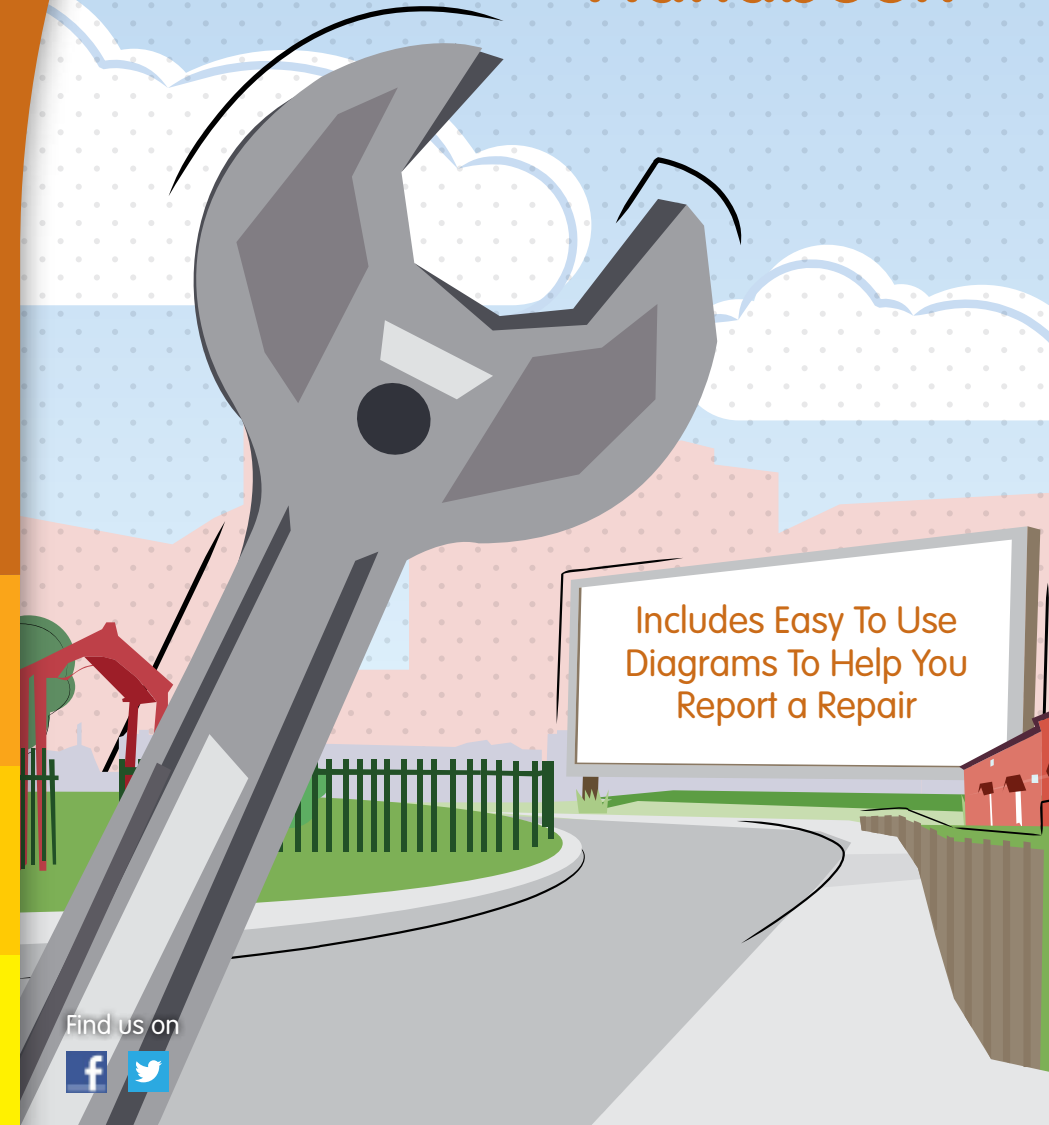


If you require a copy of this publication in another language,
large print, Braille or audio please contact Salix Homes.

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Telephone: freephone 0800 218 2000
(local rate for mobile phones: 0161 909 6559)

Website: www.salixhomes.org Email: enquiries@salixhomes.org



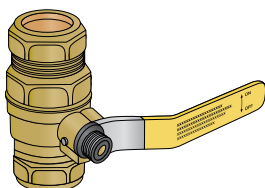
Find us on



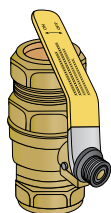
Gas leaks

If you smell gas:

- Open doors and windows.
- Check if the gas has been left on, if 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 on 0800 111 999 from outside your home, as using a phone inside could cause an explosion.



Off



On

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How do I order a repair?

Does something in your home need fixing? This guide outlines what you need to do. Most repairs are free and, don't worry, if there's a charge, we'll make sure you know about it in advance.

The first thing to do is report the repair. You can do this in a number of ways:

- Call Salix Homes on freephone 0800 218 2000 (local rate for mobiles 0161 909 6559). You can also use a Salix Homes Free-call point.
- Online at www.salixhomes.org.
- Using Salix Homes' smartphone app. This can be downloaded at the App Store or Google Play.
- Report the repair at our offices at Hankinson Way or Diamond House.

Give us as much information as possible about the repair and tell us how to contact you during the day so that we can make an appointment to visit your home.

For your security and peace of mind, we'll ask you if you'd like a password. This can be any word of your choice. Only our employees and partner companies will know this password and you should make sure they quote it before you let them in your home.

Emergency repairs

You can report emergency repairs at any time on any day of the year.

If you need to report an emergency repair contact us on freephone 0800 218 2000 and we will help with any emergency requests you may have.

Emergency repairs are those that pose a danger to you or others, or where your home may be damaged if action isn't taken straightaway.

If you're not sure if you have an emergency on your hands, call Salix Homes. We'll only be able to attend if it's a real emergency.

What happens next?

Once you've reported a repair, this is what happens:

a) If we need access to your home we'll make an appointment so we can inspect or carry out the repair. We'll make sure this is a convenient time for you. For non-emergency repairs the following appointments are available:

- All day.
- Morning or afternoon.
- School run (10.30am to 2.30pm).
- Evening appointments, Monday to Thursday subject to availability (5pm to 7pm).
- Saturday mornings subject to availability (8am to 12pm).

b) If your repair is an emergency, no appointment will be made. Instead, a repairs contractor will respond to your call within two hours and the repair will be completed within 24 hours.

c) We may make a further visit to you if the repair is extensive or if parts need to be ordered.

d) Confirmation of your repair and any appointment will be made at the time of your report or, if this is not possible, will be sent to you in the post. You'll be given a job reference number which you should keep. If you have any further questions about your repair, quote this number so that we can respond quickly to your enquiry.

e) If you have a routine repair, we'll ask one of our partner contractors to contact you and agree a convenient time for the work to be carried out.

Happy with the service?

Tell us and you could win £50!

We want you to be fully satisfied with the repairs service we offer you. For this reason, our repairs contractor will ask you to fill in a quick customer satisfaction survey following your repair. You can do this right away and hand it back to the repair contractor or you can complete it later and send it to us in the pre-paid envelope provided.

Your feedback means we can create the best possible repair service for you. This is your chance to tell us what you think. Even better, your survey will be entered into our monthly prize draw giving you the chance to win £50!

How long will my repair take to fix?

We want to take care of your repair quickly and efficiently. To do this, we need to prioritise your repair under a category. These are the categories and the timescales we follow to fix repairs:

1. Emergency repairs

We'll visit your home within two hours of you reporting an emergency repair and we'll fix the repair within 24 hours.

Emergencies are repairs that create a danger to residents or may cause damage to a property.

These are typical examples of emergency repairs:

- Blocked or fractured drains.
- Gas escapes.
- Electrical faults (if hazardous).
- Major leaks or bursts.
- Broken glazing. This is responded to as an emergency but it may not always be possible to re-glaze your window on the same day if you report the repair after 2pm or if a new double glazed unit is required. In these cases, we'll board your window until the repair can be completed.

- Toilets that don't flush (when there is only one toilet in the property).
- Total loss of electrical power.
- Total loss of water supply.
- Insecure external window lock or door lock.

2. Right to repairs

These repairs will be completed within three working days of being reported. Typical examples of these types of repairs are:

- Loss of electrical power to part of your home.
- Loss of water supply to part of your home.
- Toilets that don't flush where there are two toilets in a property.
- Blocked sink, bath or basin.
- Taps which can't be turned.
- A loose or detached banister or handrail.
- Minor leaks to any plumbing appliance.
- Roof leaks.
- Overflows running from toilets or tanks.

3. Non urgent repairs

These repairs will be completed within 10 working days from being reported. These are minor repairs that are not urgent but, if left for too long, could cause damage or problems.

Typical examples include:

- Loose basin.
- Loose taps.
- Loose toilet bowl or pan.
- Guttering repairs.
- Hot water cylinder requiring replacement.
- Immersion heater fittings.
- Repairs to external doors and locks where there is no security risk.

4. Low priority repairs

These are jobs that are 'routine' repairs or replacements and will be completed within 40 working days.

These are regarded as low priority because there is no immediate threat to people's safety or to the structure of the building. Most often these jobs are the result of a fixture or fitting reaching the end of its working life.

These are some examples:

- Manufactured joinery including doors and frames that need to be made.
- Replacement of PVCu frames.
- Paths.
- Uneven flagging (if this does not pose a trip hazard).
- Pointing to brickwork.
- Roof work (if the roof is not leaking).
- Plastering repairs.
- Wall tiles.
- Kitchen and bathroom repairs or replacements.

Make sure you're home

We need to have access to your home so we can complete repairs in the timescales given. If we can't gain access, we'll leave a card and you will need to contact us again to arrange a new appointment time. For quick repairs, please try and be in for our first visit.

Staying safe

How to identify Salix Homes repair staff

Your safety is always our first concern. When our staff or contractors arrive at your home, they'll have an identification card to show you so you know who they are. This card will carry their job title, their photograph and their company logo. Make sure you check this carefully before you let them in to your home.

If you gave us a password when you reported your repair, ask them to quote this.

If you have any doubts about letting someone into your home, call us immediately so that we can confirm they are who they say they are.



Call us if you need us

We understand that if you are elderly or disabled, some jobs may be difficult for you to do. If this is the case, please don't worry.

Call Salix Homes straightaway on freephone **0800 218 2000** and we'll do our best to arrange for this work to be done for you.

How can you help us?

- Keep your repairs and inspection appointments or advise us as early as possible if you are not going to be available for them.
- Treat our employees as you expect to be treated yourself, by not abusing them face to face or over the phone if things do not go quite the way you expected them to. (We will not tolerate abuse of our employees under any circumstances and it may offend you further if we refuse to complete your work because of it).
- Follow safety advice and instructions given to you by our employees.
- Keep young children and animals away from employees and work areas while repairs are taking place and don't allow them to play with any equipment.
- Where possible clear access to work areas and remove items that may be in the way, especially delicate or expensive items or equipment.
- Keep children and adults off scaffolding around your home. The only people authorised to use that scaffolding will be Salix Homes' employees or sub-contractors.
- Park vehicles away from work areas where they will not obstruct access or risk being damaged.
- Ensure that a person over the age of 16 is present for an operative or inspector to enter your property.

Which repairs are my responsibility?

Some repair jobs around the house are your responsibility. It's down to you to take good care of your home. Tasks to do yourself include unblocking a sink, keeping your garden free of litter and making sure your pipes don't freeze in the winter.

Salix Homes repair responsibilities

Item	Us	You	Exceptions
Back boilers	✓		
Baths	✓		Unless installed by you
Brickwork	✓		
Ceilings	✓		
Central heating pipes, radiators, timer and thermostat	✓		
Chimney stacks or pots	✓		
Chimney sweeping	✓		Annual unless required more often
Choked waste to bath, basin, sink, toilet and shower	✓		Providing an initial attempt to clear has been made by you
Cisterns	✓		
Clothes poles	✓		
Communal area to flats	✓		
Cookers		✓	Unless provided by Salix Homes
Cupboards (kitchen)	✓		
Damp-proof course	✓		
Doors – communal areas	✓		
Doors – locks	✓		
Doors – outside	✓		

Item	Us	You	Exceptions
Downpipes, rain or soil stacks	✓		
Drain blockage	✓		Rechargeable if due to misuse
Driveways		✓	Unless provided by Salix Homes
Electric heaters		✓	Unless provided by Salix Homes
Electric plugs and fuses		✓	
Electric wiring, sockets and switches	✓		
Electrical appliances (for example, oven or kettle)		✓	
Entry systems	✓		
Exterior or rendering	✓		
Fascia	✓		
Fencing		✓	
Fires – gas		✓	Unless provided by Salix Homes
Floor finishing		✓	Unless provided by Salix Homes
Floorboards	✓		
Foundations	✓		
Garages or outbuildings	✓		Only if under Salix Homes ownership
Garden clearance and maintenance		✓	
Gardens		✓	

Item	Us	You	Exceptions
Gates		✓	Unless provided by Salix Homes
Glazing		✓	Rechargeable if due to vandalism or damage by members of the household or visitors. A police crime reference number should be provided by you to avoid being recharged.
Gulley surrounds, grids and grates	✓		
Guttering	✓		
Immersion heaters	✓		
Inside banisters	✓		
Inspection chambers	✓		
Key replacement		✓	
Kitchen fittings and worktops		✓	Unless provided by Salix Homes
Light bulbs		✓	Unless in a communal area
Lighting pendants	✓		
Locks and ironmongery		✓	Unless provided by Salix Homes
Maintaining washing machines, dishwashers, tumble dryers and associated plumbing		✓	

Item	Us	You	Exceptions
Making good damage caused by you, member of household or a visitor		✓	
Overflow pipes	✓		
Painting – outside	✓		
Paths to communal areas, or front and back doors	✓		
Paths to garden		✓	Unless provided by Salix Homes
Plaster	✓		
Roof tiles and slates	✓		
Sheds		✓	Unless provided by Salix Homes
Sink base units	✓		
Sink drainers	✓		
Skirting boards	✓		
Smoke detectors	✓		
Stairs	✓		
Taps	✓		
Tenant alterations and improvements		✓	
TV aerials		✓	Unless communal
Vents	✓		
Wash-basins	✓		

Item	Us	You	Exceptions
Waste plugs and chains to baths and sinks		✓	
Water heating supply	✓		
Water supply	✓		Unless water board's responsibility
Window frames and furniture	✓		

Which repairs will I have to pay for?

If a repair in your home is the result of neglect or damage (accidental or otherwise), you'll be responsible for putting it right and paying for it. This includes damage caused by any members of your household as well as by your pets or visitors.

Rechargeable repairs

If the repair presents a health and safety or security risk, we'll carry out the repairs for you but you will have to pay the cost. These are called rechargeable repairs.

If a repair has been caused by vandalism, you need to report the incident to the police and get a crime reference number. Tell us this number when you report the repair.

Rechargeable repairs include:

- Lost keys and broken windows;
- Alterations made by you that have to be removed when you leave the property; and
- Clearing out properties before you leave (this includes removing any possessions you may have left in your old property).

What are my rights?

Your rights are listed in the Government's 'A Better Deal for Tenants: Your Right to Repair' scheme available on the Department for Communities and Local Government website www.communities.gov.uk. It says we must give you a date for expected completion of the repair.

If the work isn't done in this time, you may be able to ask for a different contractor to do the job. If a second contractor is also late, you might be entitled to compensation depending on the type of repair.

Large improvement schemes

Some maintenance work is part of a larger scheme involving your home and a number of other properties. These schemes may include replacing roofs, upgrading heating systems and replacing windows and door frames.

If your property is part of this kind of scheme, we'll give you full details of the work before we start. You may also be given choices about colours and styles. We'll discuss it all with you in advance.

Access for repairs

It's a condition of your tenancy agreement that you give us and our representatives access to your property for inspections and repairs. We'll normally give you reasonable notice of 24 hours, except in the case of an emergency like a burst water pipe. If you don't give us access, we may have to apply for an injunction and start legal proceedings against you which could result in your eviction. Of course, we don't want it to come to this. We simply want to look after your home and we're sure you want this too.

What if I want to make my own improvements?

If you want to carry out alterations to your home, you need to inform us about your plans before you start work. We have to give you written permission before you make any improvements and you'll need to contact us to apply for this permission. We may attach conditions to any changes.

If your plans are unreasonable, we may have to turn them down. This would apply, for example, if your alterations were going to make your property unsuitable for future residents or dangerous in any way.

You may need to consult Salford City Council's Building Control team on 0161 909 6555. They'll be happy to advise you on building regulations. Doing things properly is a must. If you don't obtain written permission for improvements, you may end up being charged for putting things right. Always check with us first even if you want to do something simple like replace a front door or install kitchen units.

If your home does not have a communal aerial, you'll need our written permission to install a satellite television dish or aerial. If you have a communal aerial system, you can't install your own system.

You may be able to get compensation for any improvements you've made to your home when you move out. This is under the terms of the Government's 'A Better Deal for Tenants: Your Right to Compensation for Improvements'.

There are some additional important points to remember. If you arrange for work to be carried out, you're responsible for making sure no damage is caused to your home. If damage does occur, you'll have to have the work put right or pay us to do it for you.

Dealing with condensation

Condensation can be a problem and can cause mould to grow. The good news is there are some simple remedies to help. Try these:

- Open a window or put the extractor fan on when you're cooking, using a washing machine or a tumble dryer.
- Don't use paraffin or bottled gas heaters.
- Keep your home reasonably warm when it's cold outside.
- Let plenty of air circulate in your home.
- Keep kitchen and bathroom doors shut and keep these rooms ventilated when in use.
- Don't dry clothes on radiators.
- Mop window sills regularly.

If you still have problems take these steps:

- Wipe down your walls and window frames with a fungicidal wash to kill and remove the mould.
- Use a fungicidal paint to prevent mould recurring. Don't put ordinary paint or wallpaper on top of this. Remember, the only way of avoiding severe mould is to prevent dampness occurring in the first place.

Questions?

If you have any questions about a repair issue we're here to help you. Give us a call on freephone 0800 218 2000 (local rate for mobile phones 0161 909 6559) and we'll see what we can do.

Gas leak?

If you smell gas call National Grid on:

0800 111 999

- Check all gas appliances for a leak and turn the meter off.
 - Open windows and doors.
- Don't smoke or use naked flames.
- Don't use electrical switches.

Repairs in your home

When you report a repair, we use a tool called RepairFinder. This tool helps us establish the exact nature of the repair and raise a repair order.

This part of your repairs handbook contains an exact replica of the diagrams used within RepairFinder. The diagrams are easy to understand and contain many of the common repairs that you are likely to need.

You will also notice that these repairs have an individual number to assist you in describing your repair to us.

It is important that you refer to this section (along with the Handy Hints section) before you call. If you can give more details to us, including the page heading, number and fault number, this will help us in dealing with your repair quickly.

Reporting a repair

By phone

To report a repair call us on freephone 0800 218 2000 (local rate for mobile phones 0161 909 6559). You can also use the Free-call points that we provide.

If your repair is an emergency you can report it at any time.

If you report any other repairs outside opening hours we will make arrangements to have the problem attended to within our normal timescales.

Online

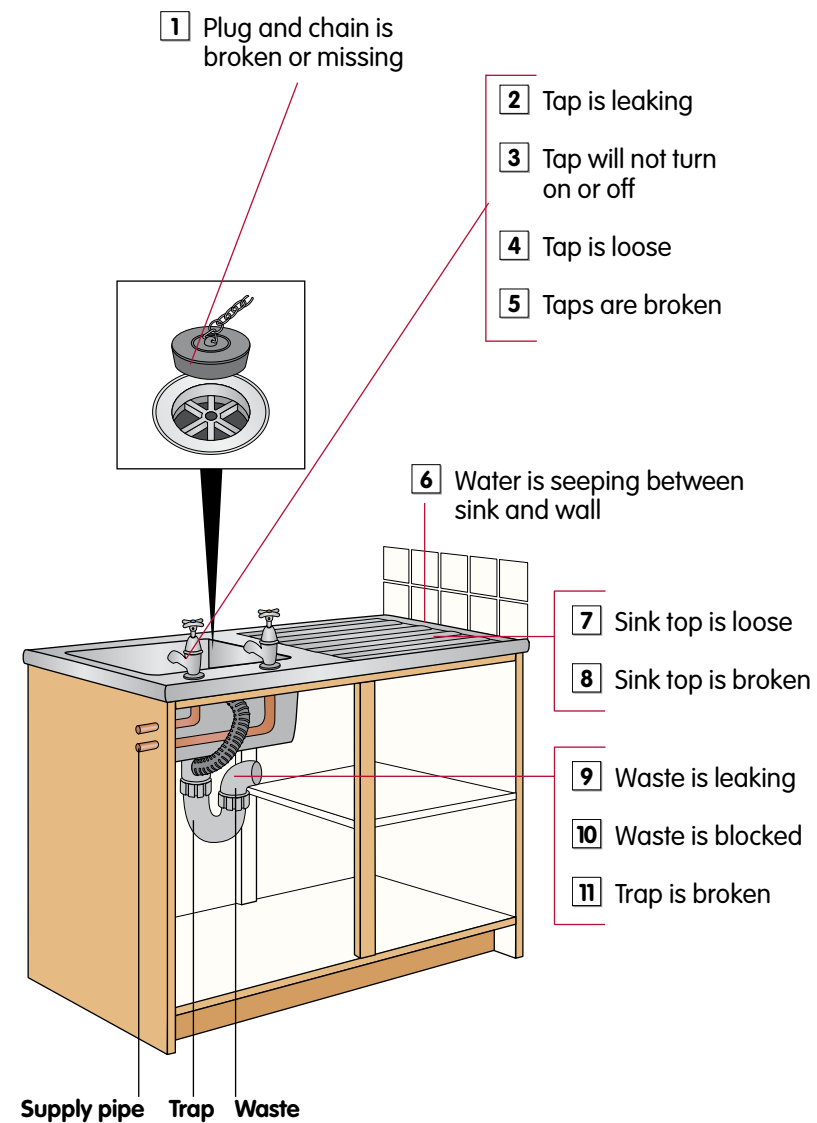
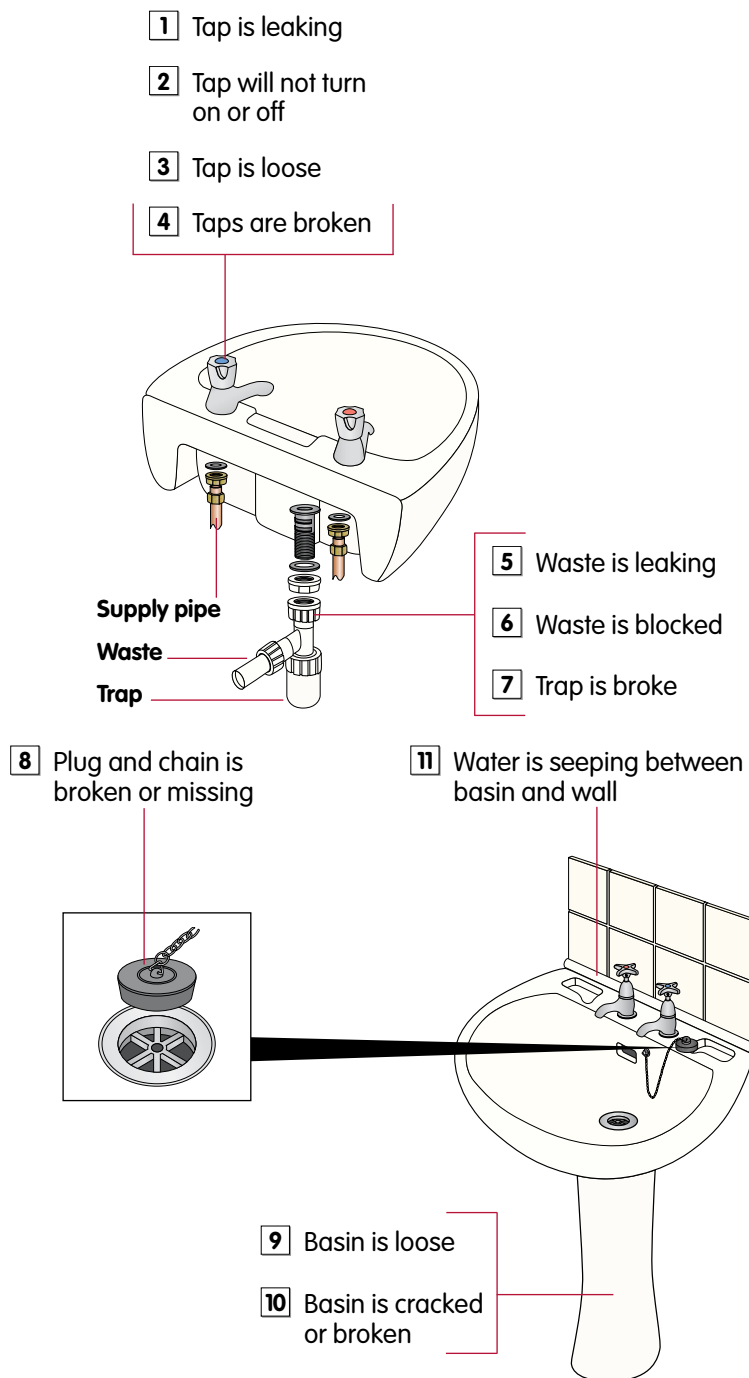
Report your repair online by visiting www.salixhomes.org

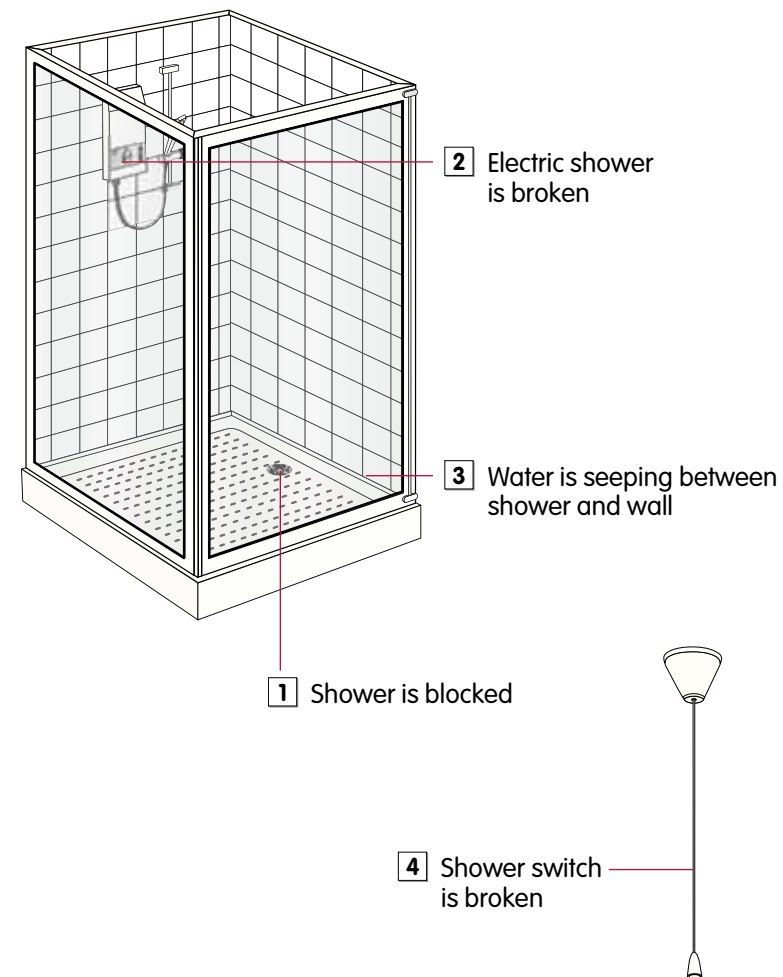
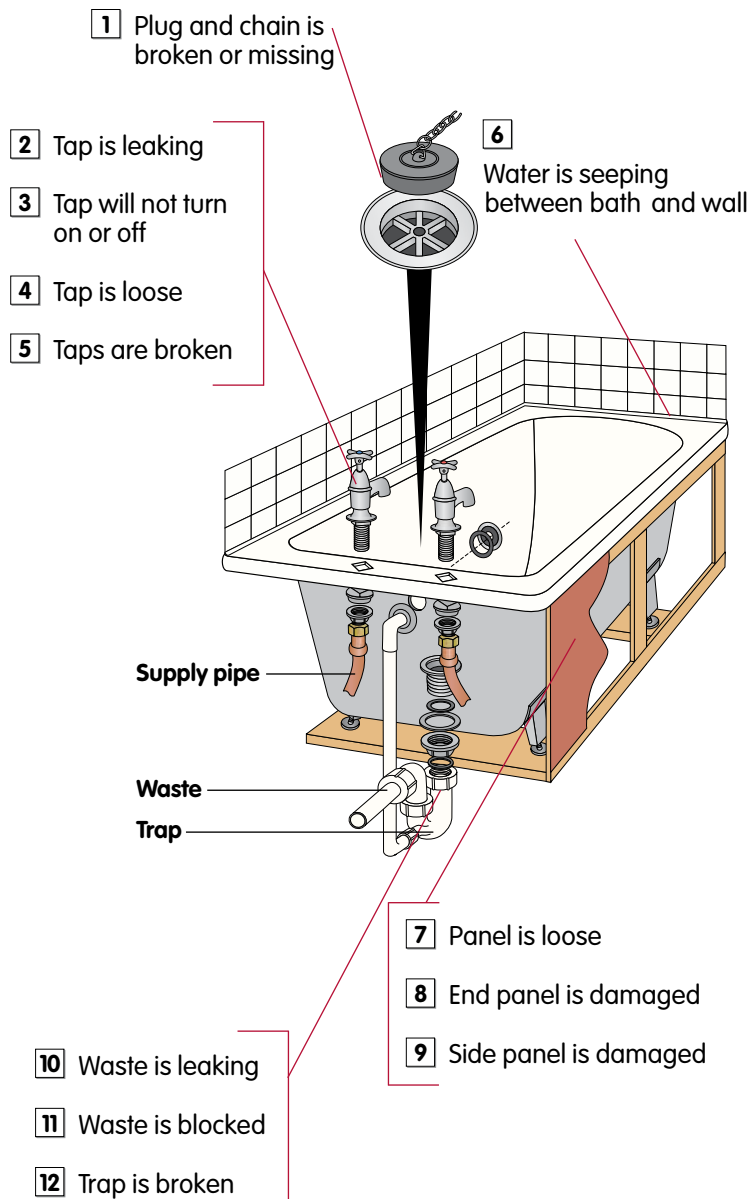
Phone App

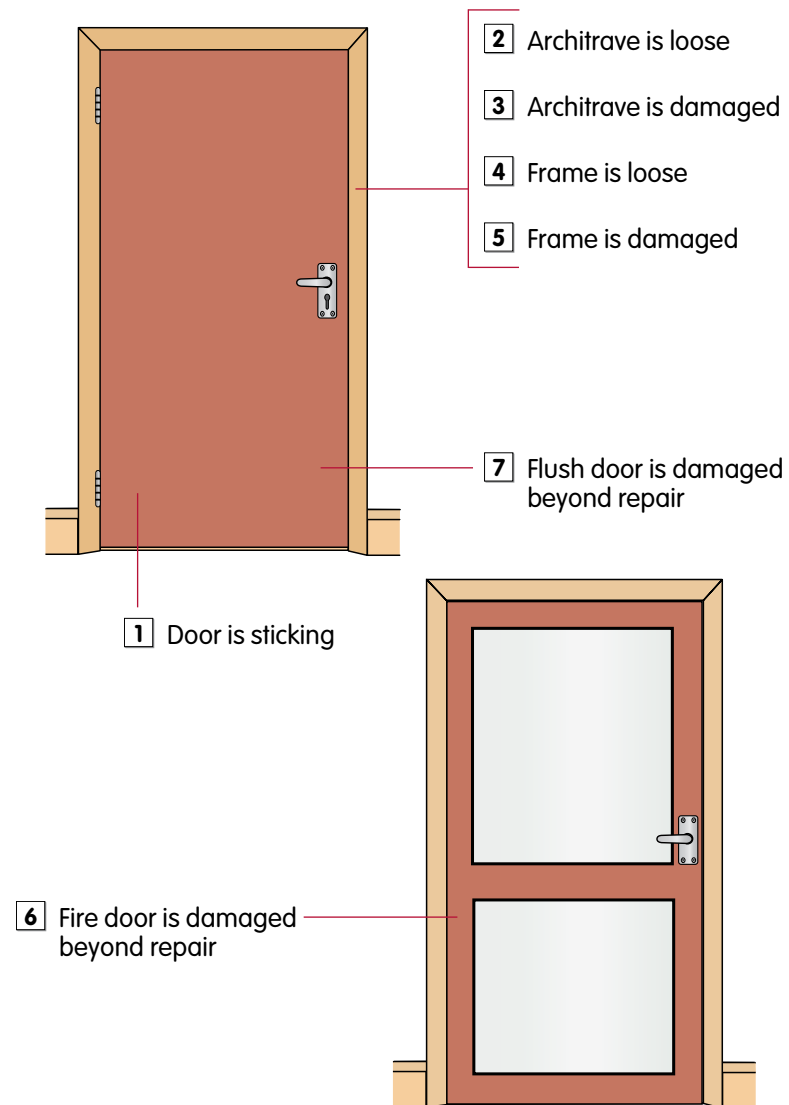
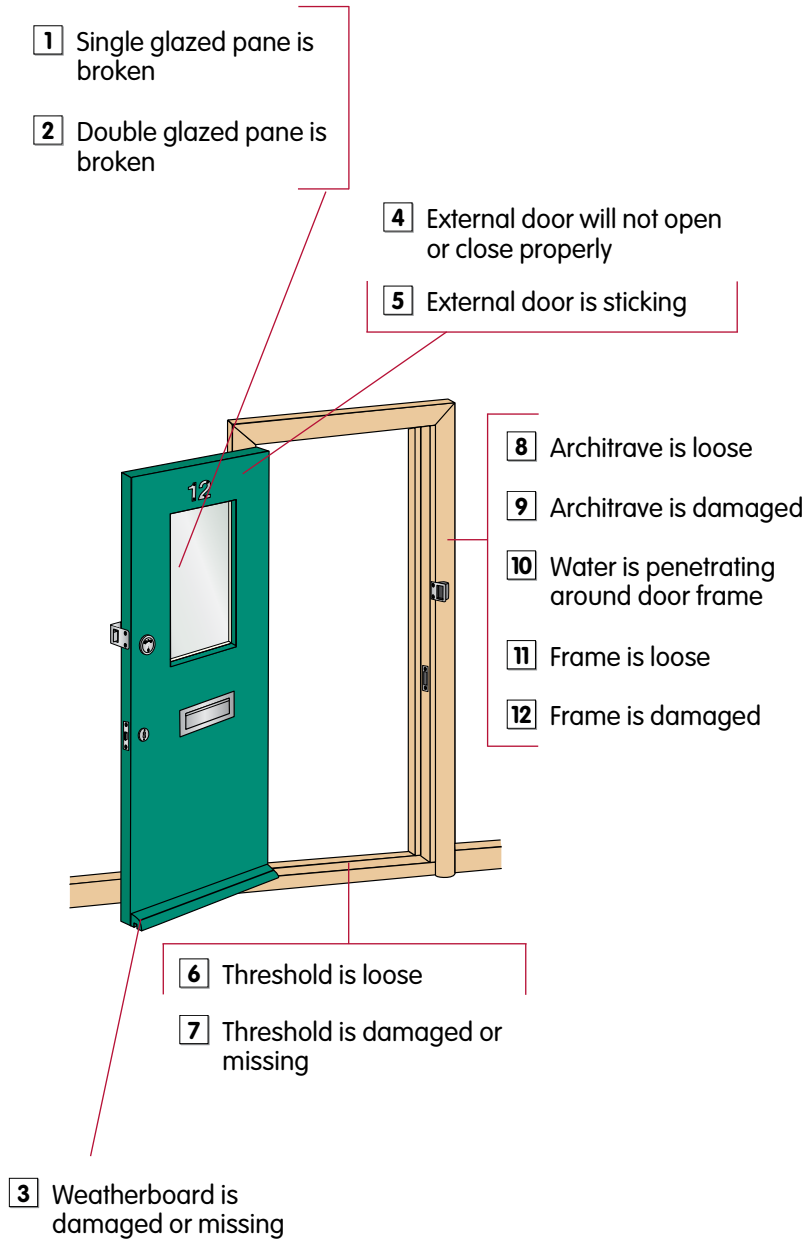
Download our smartphone app to report your repair. It's free and easy to use. Simply visit the App Store or Google Play and search 'Salix Homes'. You can even send a picture of your repair to help us identify the problem.

In person

During office hours, you can also report the repair at our offices at Diamond House or Hankinson Way.

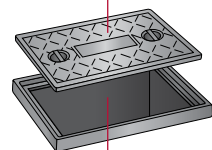




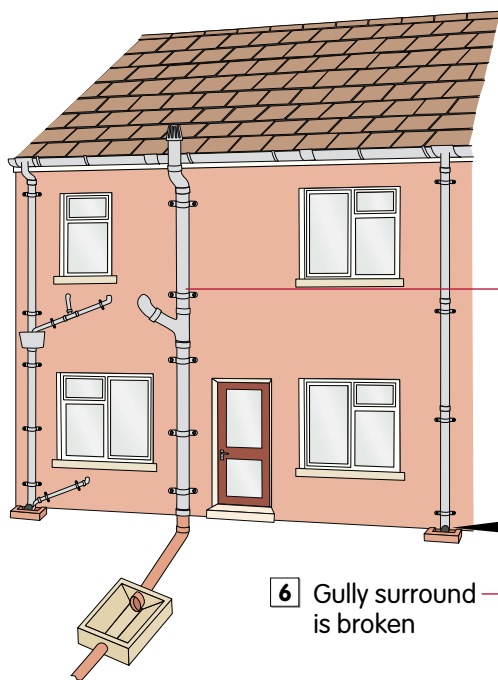


1 Manhole cover is not opening or closing properly

2 Manhole cover and frame is loose



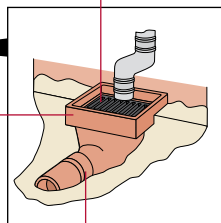
3 Drain is blocked



4 Stack is blocked

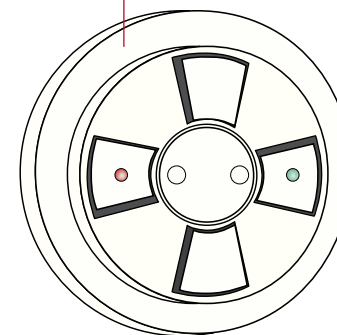
5 Gully grate is broken or missing

6 Gully surround is broken

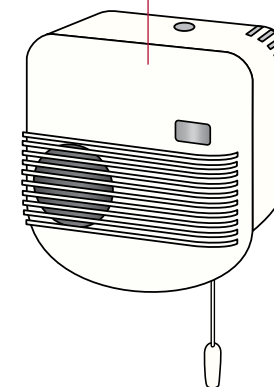


7 Gully is blocked

1 Mains smoke detector is not working



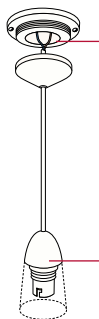
2 Extractor fan is not working



LIGHTING

What is the fault and its number?

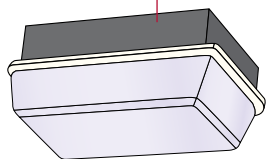
1 Light bulb holder with flex is broken



2 Lights are not working



3 Bulkhead fitting is broken



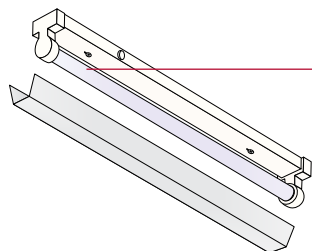
5 Ceiling switch is broken



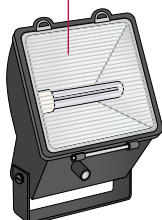
4 Light bulb holder fitted to ceiling is broken



6 Fluorescent fitting is broken



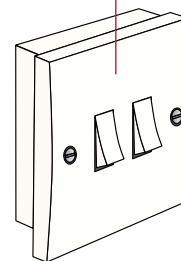
7 Tungsten fitting is broken



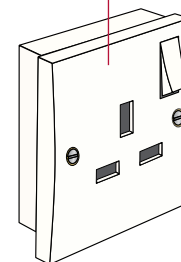
SOCKETS, SWITCHES & POWER

What is the fault and its number?

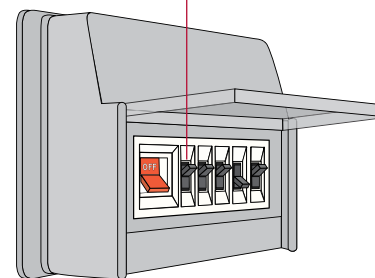
1 Switch is broken



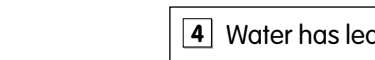
2 Socket is broken

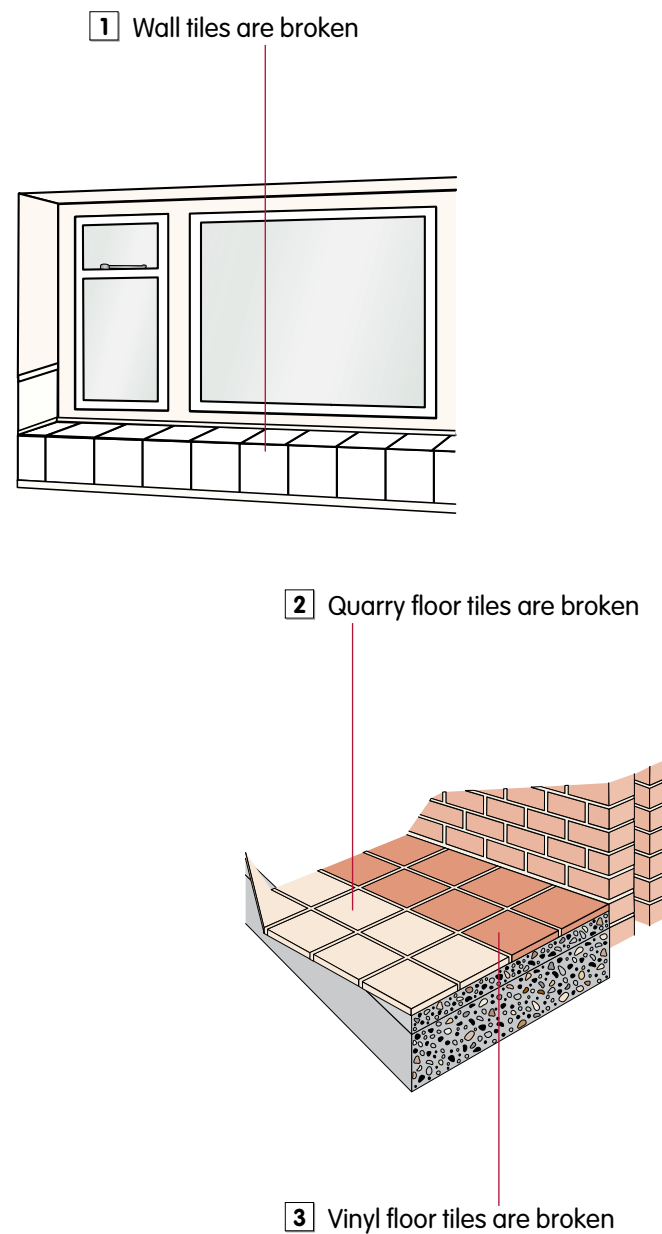
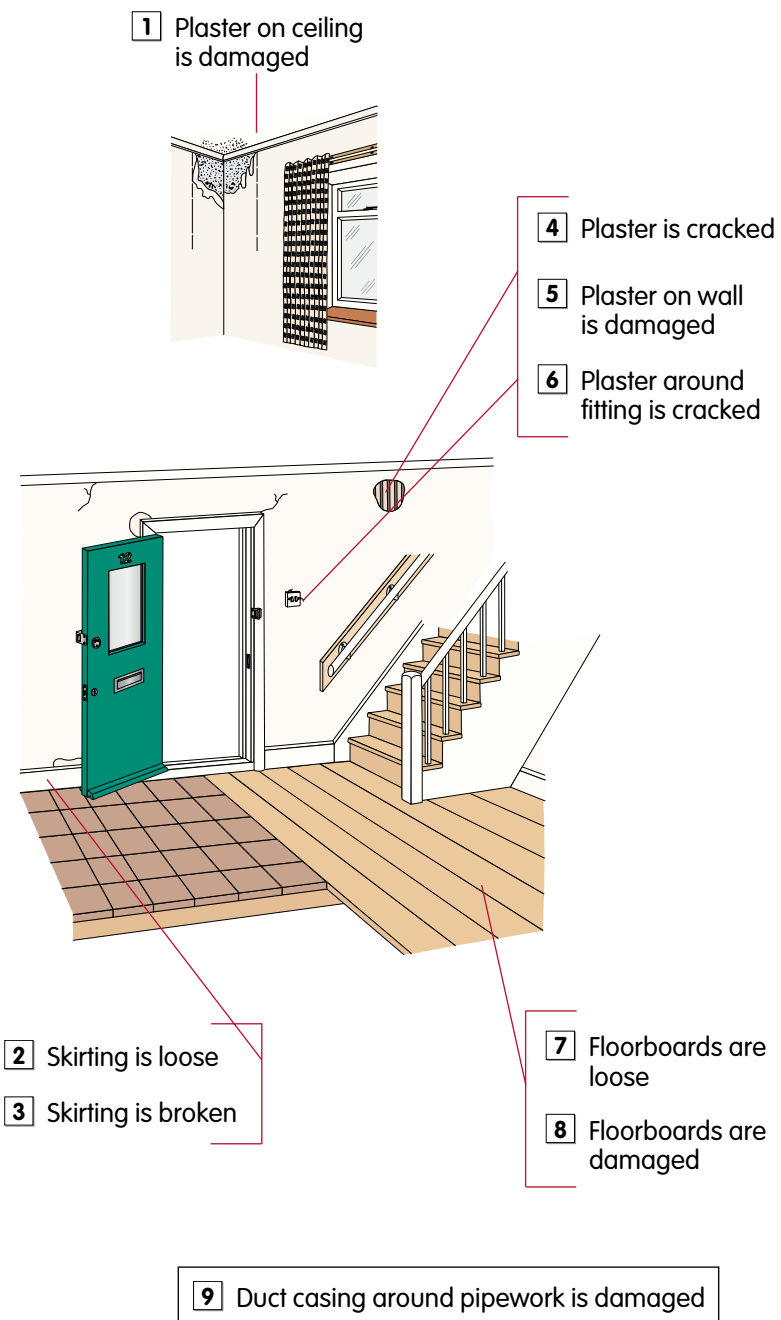


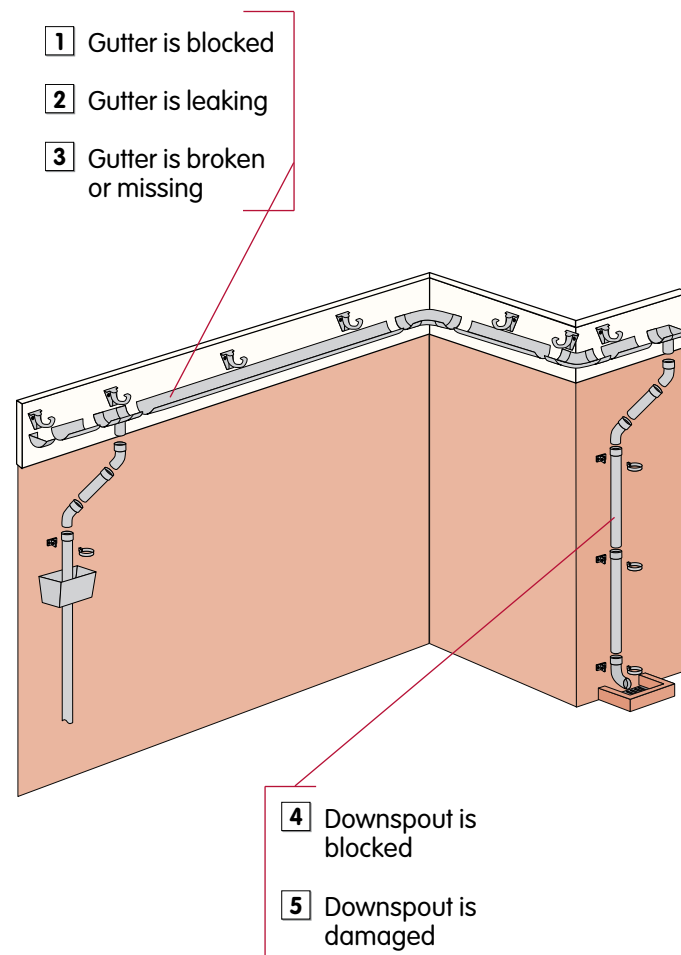
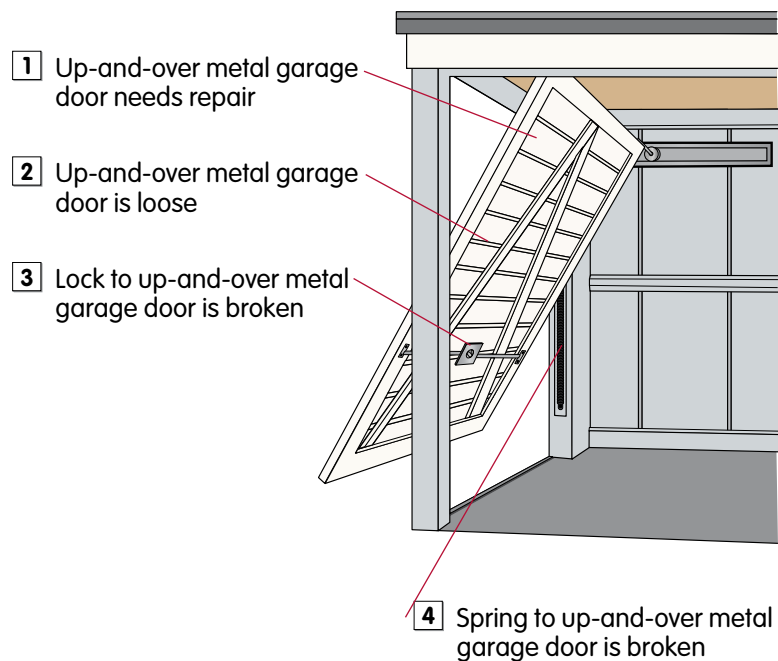
3 Power is not working



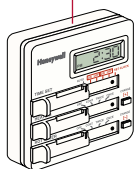
4 Water has leaked onto electrics



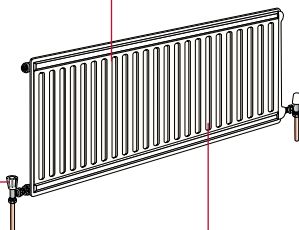




1 Boiler control is faulty



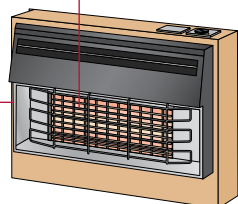
3 Radiator is cold at top



2 Radiator valve is damaged

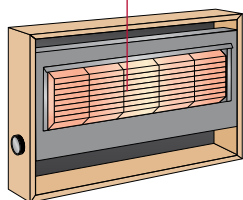
4 Radiator is loose

7 Gas fire is damaged beyond repair



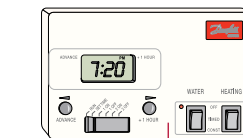
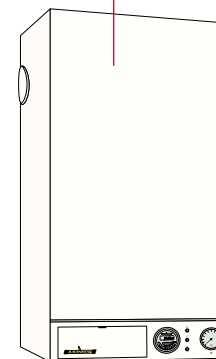
6 Gas fire is loose

5 Wall heater is damaged beyond repair



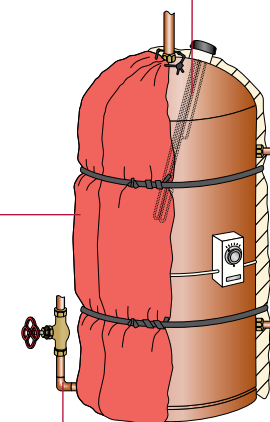
8 Heating is not working properly 9 No heat 10 Water leak

1 Boiler is not working properly



2 Faulty time clock

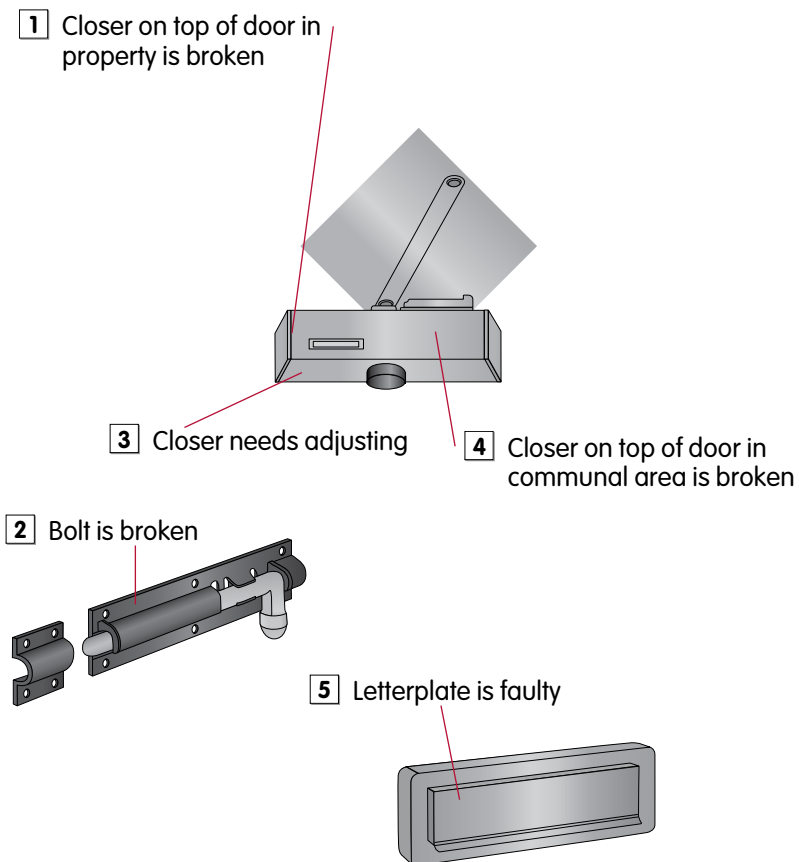
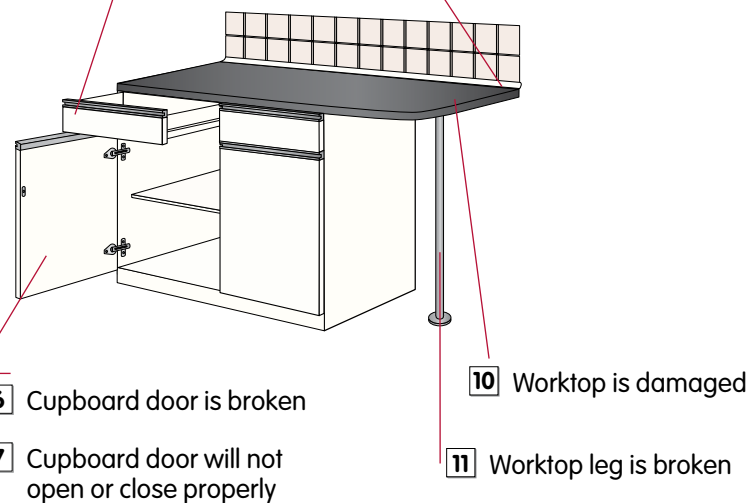
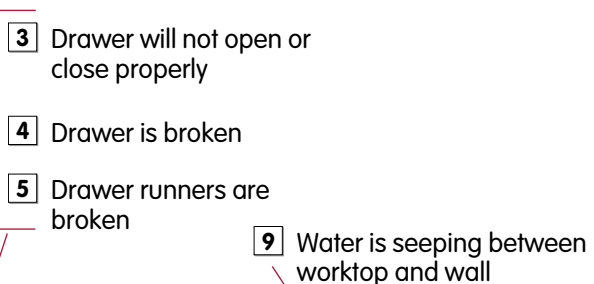
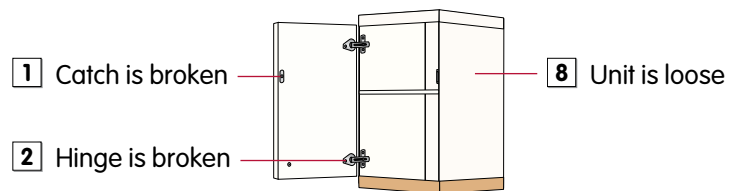
4 Immersion is too hot or cold



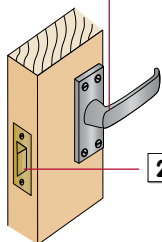
3 Jacket to cylinder is damaged or missing

5 Cylinder is leaking

6 Water leak 7 No hot water

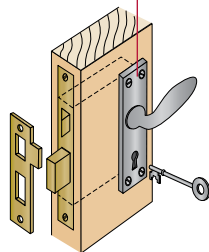


1 Handles are broken

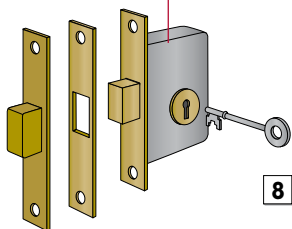


2 Mortice latch is broken

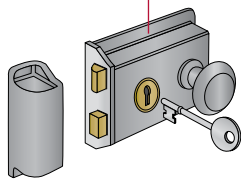
3 Mortice lock with handle is broken



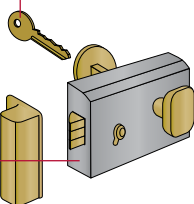
4 Mortice lock without handle is broken



5 Rimlock is broken



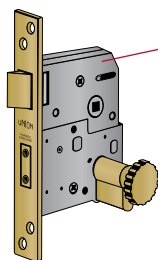
8 Keys to Yale type lock need replacing



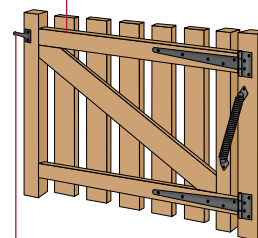
6 Yale type lock is broken

7 Yale type lock needs repair

9 Keys to Euro profile type lock need replacing



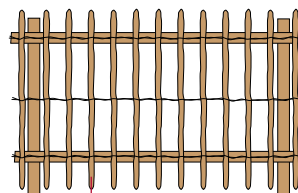
1 Timber gate will not open or close properly or needs repair



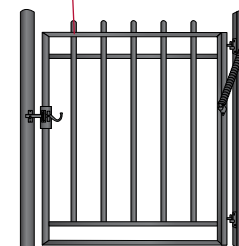
4 Timber gate post is broken

5 Concrete gate post is broken

2 Gate catch is broken or missing

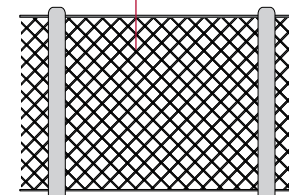


7 Metal gate is damaged beyond repair

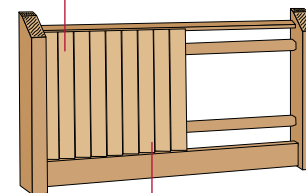


3 Fence paling is broken

6 Chainlink fence is loose

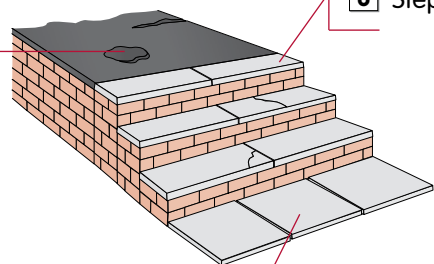


8 Timber fence is damaged



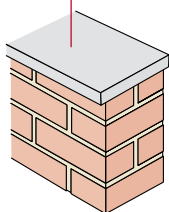
9 Timber fence boards are damaged

- 1 Concrete path is damaged
- 2 Tarmac path is damaged

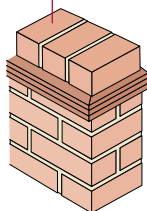


- 5 Step is loose
- 6 Step is damaged

- 3 Stone coping on wall is loose



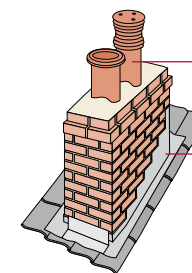
- 4 Brick coping on wall is loose



- 9 Clothes post is damaged or missing

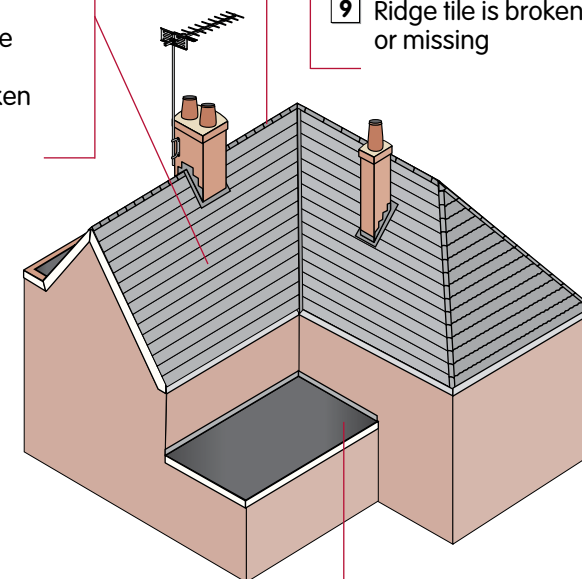


- 7 Paving slab is loose or uneven
- 8 Paving slab is broken



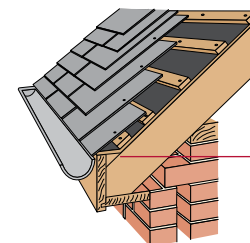
- 1 Chimney pot is damaged or missing
- 2 Metalwork on roof is damaged or causing a leak

- 3 Plain tiles are loose
- 4 Plain tiles are broken or missing
- 5 Slates are loose
- 6 Slates are broken or missing

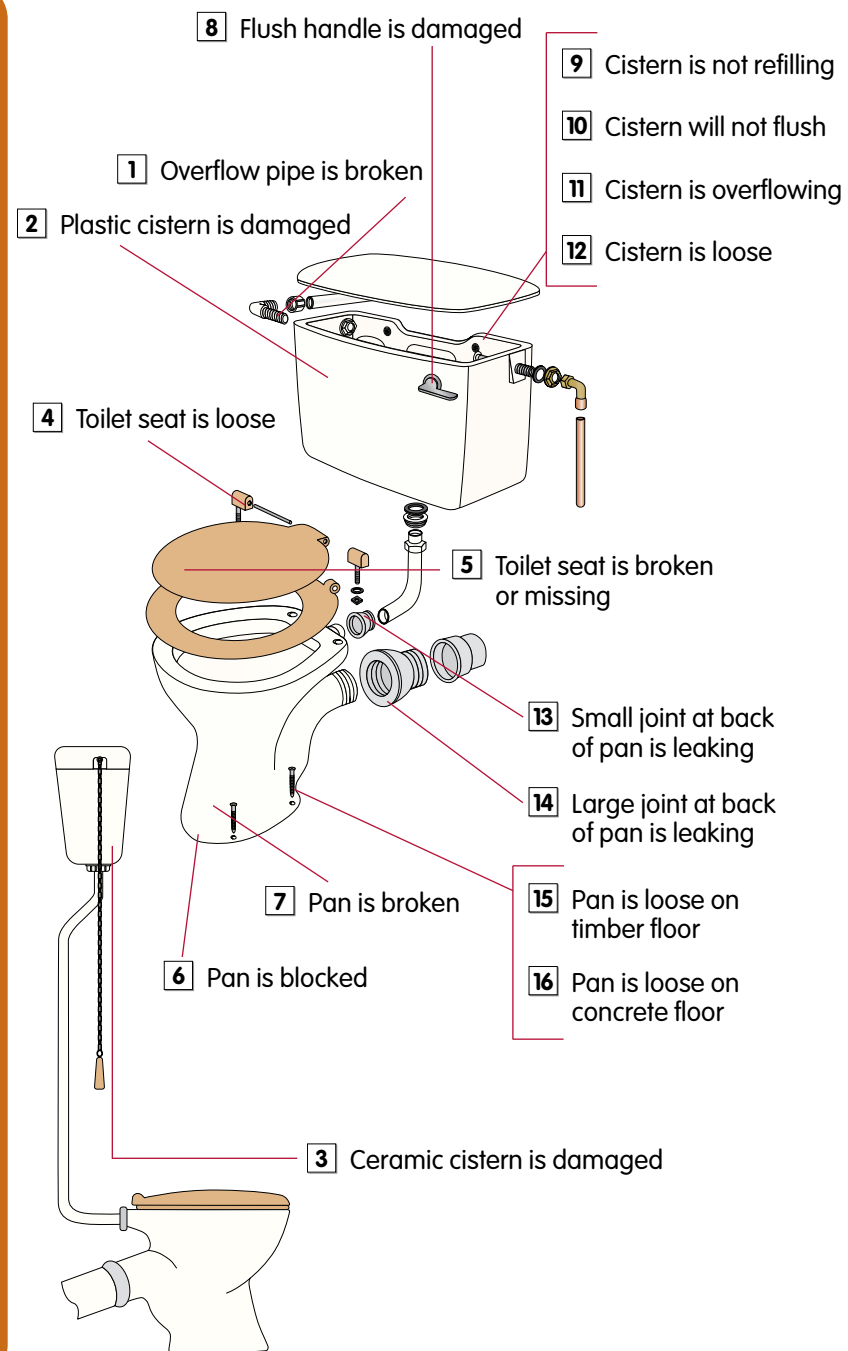
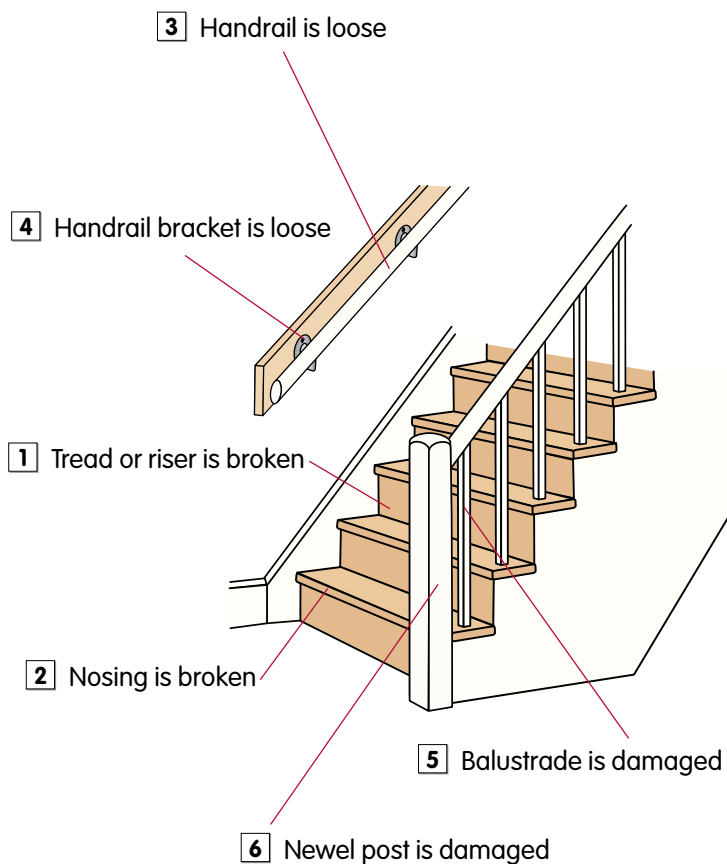


- 8 Ridge tile is loose
- 9 Ridge tile is broken or missing

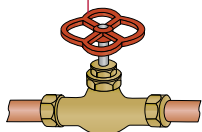
- 10 Flat roof is leaking



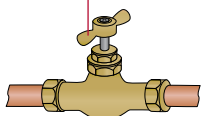
- 7 Concrete verge is cracked or broken



1 Gate valve is broken

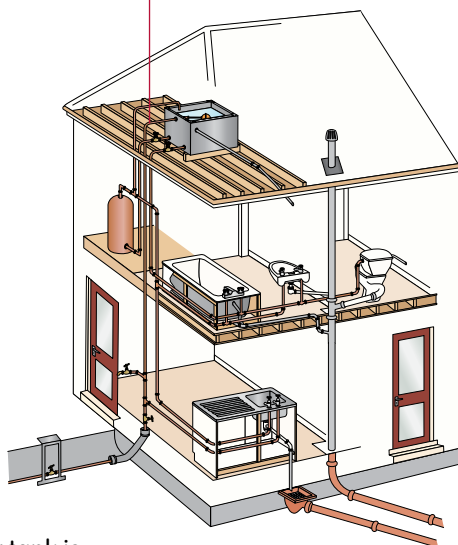


2 Stopcock is broken



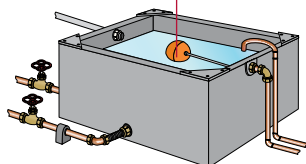
3 Water pipe is leaking

4 Unidentified water leak

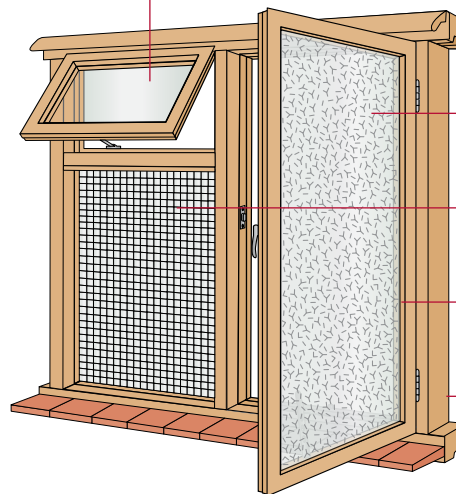


5 Cold water tank is overflowing

6 Cold water tank is leaking



1 Clear glass is broken



2 Obscure or patterned glass is broken

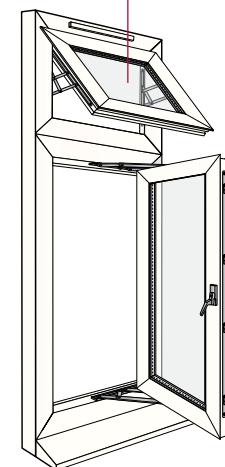
3 Georgian wired glass is broken

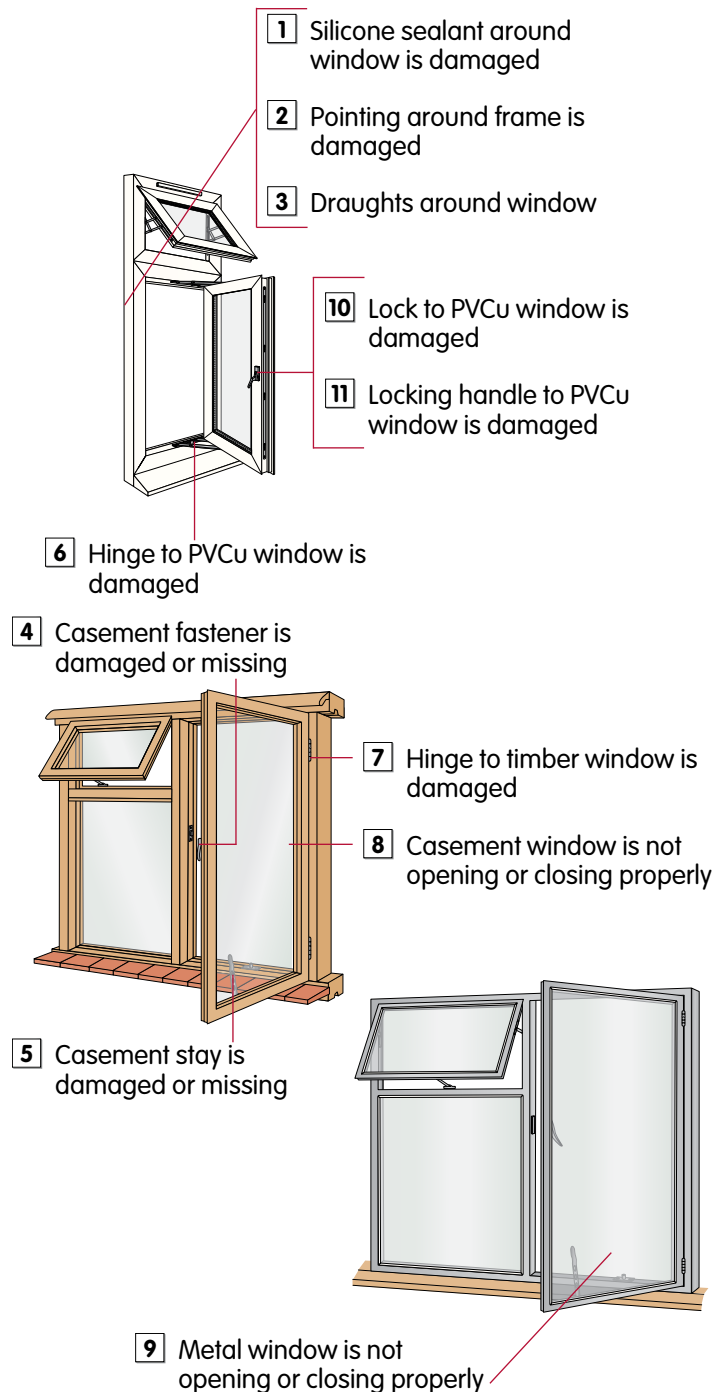
4 Glazing bead is broken or missing (timber window)

5 Putty is broken or missing

6 Clear double glazed unit is broken

7 Obscure or patterned double glazed unit is broken





Handy Hints

This section provides advice that will help to prevent damage to your home or your personal possessions, and reduce the risk of injury.

This section provides you with:

- important information regarding what is in your home;
- general advice to help keep your home safe and secure;
- hints on what to look for before you report a repair;
- information to allow you to identify and prevent possible emergencies; and
- advice which will help you in an emergency.

Care of your home

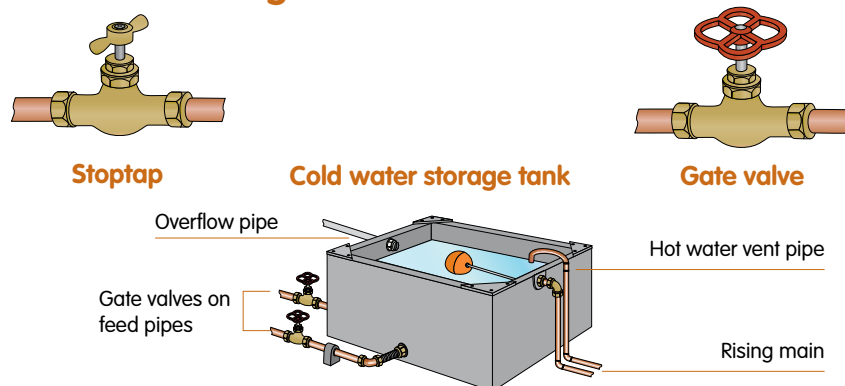
General advice

This section provides you with:

- Regular cleaning and checking can help maintain your home and prevent faults occurring.
- Doors – ease hinges and locks with a little lubricating oil.
- Gas appliances – have they been serviced or had a safety check? We will carry out a service and safety check on your gas appliances once each year.
- Gullies – clear gullies of any leaves or debris.
- Gutters and downpipes – are any leaking or blocked?
- Heating – has the system been serviced?
- Stop taps and gate valves – check you can turn them freely. (See diagrams overleaf).

- Taps – remove limescale from taps with a descaling solution or vinegar.
- Waste pipes – clean through your basin, sink or bath wastes with a suitable solution from a DIY or general store.
- Windows – clean windows and wipe down sills to remove condensation.

Valves and storage tank



Clearing a blocked waste pipe



Avoiding blockages

Flushing objects, waste or substances down the toilet or drain often cause blockages.

This includes:

- nappies;
- baby wipes;
- cooking fat;
- sanitary towels;
- paper;
- toys; and
- air fresheners.

You may be charged for the work if we clear a blockage caused by any of these objects.

General advice

- Blockages to waste pipes are usually caused by a build-up of fat, grease, tea-leaves, or hair in the waste trap.
- The trap is located underneath the basin, sink or bath and it always holds some water. This stops air or foul smells coming up the drain, however, waste material can build up and cause a blockage. Traps can easily be unblocked by unscrewing the joint and cleaning them out. **Before you unscrew the trap, place a bucket underneath to catch any water.**
- To keep your wastes flowing freely, regularly pour a kettle of boiling water down them to clear any fat or grease that may have built up. Please do this carefully to avoid injury from the boiling water.
- If you do try to clear waste pipes and traps, use a suitable product available from most DIY stores. Do not use caustic soda as it destroys modern plastic fittings.
- If the blockage is in the soil stack or main drain it will need to be cleared by Salix Homes.

Unblocking a basin, sink or bath

To unblock a basin, sink or bath waste you will need:

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

Wearing the rubber gloves at all times, you will need to:

- bale out most of the water into a bowl using a jug or cup, until the sink is half full;
- wet the rag and hold it tightly over the overflow opening (see diagram on previous page);
- place the plunger over the plug-hole; and
- pump up and down rapidly until the blockage clears.

Unblocking a toilet

To unblock a toilet you will need:

- a bucket;
- a bowl or jug;
- a plunger; and
- rubber gloves.

Wearing the rubber gloves at all times, you will need to:

- remove some of the water into a bucket using a bowl or jug and pour it away in the outside drain if the pan is full;
- push the plunger to the bottom of the pan;
- pump up and down rapidly about 10 times. This creates a pressure vacuum, which may shift the blockage;
- pour water from a bucket into the pan and see if it clears;
- if necessary, repeat this process several times until the toilet flushes normally; and
- thoroughly wash your hands and all equipment after you have finished.

If the fault cannot be rectified, call us on 0800 218 2000.

Cookers

It is your responsibility to maintain and repair your cooker unless it is owned and provided by us.

If you are disposing of or renewing your cooker, it is your responsibility to have the old cooker disconnected and to have the new one connected properly. This work must be carried out safely by a qualified electrician. If a cooker outlet (or terminal box) is fitted, the connections must be made at that point.

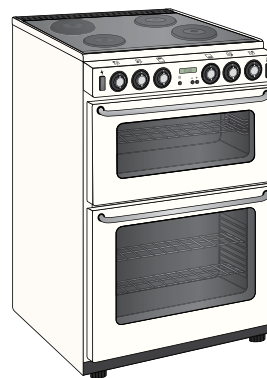
If your electric cooker stops working make sure:

- the cooker switch is in the 'on' position;
- the cooker trip switch is on in your fuse box (see page 55 for more information); and
- you have checked there is credit on your meter or that your bill has been paid.

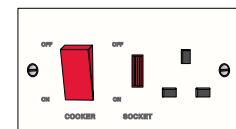
If part of your cooker is still working, for example the cooker rings, the problem is with the oven so you will need to have it tested.

Do not use the oven if there is a fault. Call us to report the fault on 0800 218 2000.

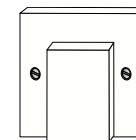
Cooker fittings



Electric cooker



Cooker power point



Cooker connector

Electrics – advice and general information

Keep a torch handy in case you have a power cut.

Before you report a repair

If all of your electricity goes off:

- check you have credit on your meter or that your bill has been paid; and
- see if there has been a power cut by checking if the street lights are on.

If there has been a power cut, you will need to contact your electricity supplier for assistance.

If the electricity meter is faulty, vandalised or damaged you will need to contact your supplier.

Warning – never tamper with the electricity supplier's fuse, meter or seals.

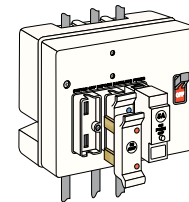
Water leaks

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

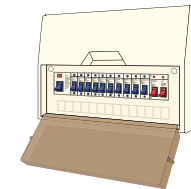
Damaged or dangerous electrical points

- If you smell burning, or if a fitting is damaged and showing exposed cables or connections, do not use it. If safe to do so, switch it off.
- If you are not sure which circuit it is, switch everything off at the fuse box.
- Call us to report the fault on 0800 218 2000.

Fuse boxes



Fuse box (older style)



Consumer unit (newer style)

Electrics – fuse box

Many homes are now fitted with modern fuse boxes that contain circuit breakers or trip switches. If there is a fault these circuit breakers switch off to prevent injury and damage. If you do not have trip switches in your home and have rewirable fuses instead, we recommend that you do not attempt to repair or replace them. This work should be carried out by a qualified electrician.

Trip switches can operate for various reasons, including:

- an overloaded circuit, for example too many appliances being used at once;
- faulty or misused appliances, for example cookers and extension leads;
- unclean cookers or toasters;
- overfilled kettles;
- faulty immersion heaters; and
- light bulbs blowing.

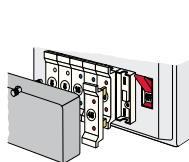
If your lighting stops working, check the trip switches marked 'lights' are switched on. If any are off, switch off the main switch (usually the red one at the end), reset the circuit breaker and switch the main switch back on. Check to see which light has 'blown'.

If your sockets stop working, unplug all electrical appliances, switch off the main switch (usually the red one at the end), reset the circuit breaker and switch the main switch back on. Go around the house plugging the appliances back in until you find the one with the fault.

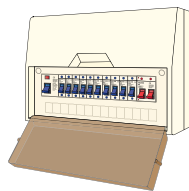
If an appliance is faulty, do not use it. You may need to have it replaced or repaired by a qualified electrician.

Warning – never tamper with the electricity supplier's fuse, meter or seals.

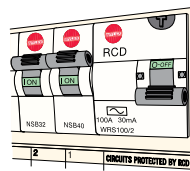
Electrical fuses



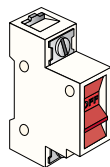
Fuse board



Consumer unit



Trip switches



Circuit breaker

Electrics – lighting

It is your responsibility to change pull cords, light bulbs, fluorescent starters and tubes.

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 (See page 55 for more information).

Light bulbs and fluorescent tubes can get hot while they are switched on, so be careful and let them cool down before you touch them.

Make sure you use a suitable pair of steps to climb up to light fittings.

If a lighting point is not working or a light is flickering, switch it off and do not use it. You may need to have it replaced or repaired by a qualified electrician.

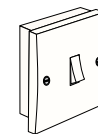
If you have any table or upright lamps, use them to light up a passageway or corridor.

Call us to report the fault on 0800 218 2000.

Common light fittings



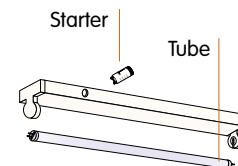
Lampholder



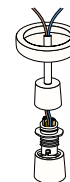
Single switch



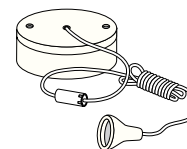
Double switch



Fluorescent



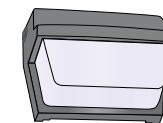
Pendant



Pull cord



Security light



Bulkhead light

Electrics – sockets and power

Do not overload sockets. This is dangerous.

Extension leads and adaptors have a limit on how many amps they can take, so be careful not to overload them. Never plug an adaptor into an adaptor.

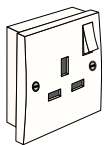
If electrical appliances are not in regular use, switch them off at the plug. When you are away from your home for any length of time, switch off and unplug appliances to prevent a fire risk. It also wastes energy if they are left on standby.

Check the cartridge fuse in the plug to make sure it doesn't overheat. Is it the correct rating for the appliance? Look for a sticker on the appliance or check the manual to find out the correct fuse to use.

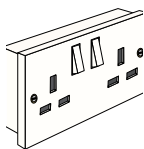
We do not supply plug tops. If a plug top is missing or damaged it is your responsibility to replace it.

If the fault cannot be rectified, call us on 0800 218 2000.

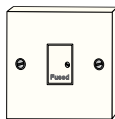
Common electrical fittings



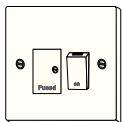
Single socket



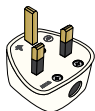
Double socket



Fused spur



Switched fused spur



Plug top



Cartridge fuse

Frozen or burst pipes

General advice

- Know where your mains stoptap is located. It can be found where the water pipe enters the house. This would usually be under the kitchen sink, a downstairs toilet or at the side of the chimney breast.
- Know where the gate valves for the hot and cold water tanks are located. They are usually by the hot water cylinder and cold water tanks.
- Make sure you can easily turn all taps and valves.
- Make sure pipes and tanks in your roof space are lagged. Never insulate underneath the water tank in the loft, as it needs some heat to penetrate from below.

What to do

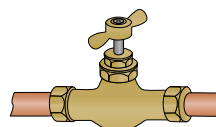
Frozen pipes

- Turn off the water at the main stoptap.
- Gently thaw the pipes with a hair dryer or hot water bottles.
- If the hot water system is frozen, turn off the water heater.

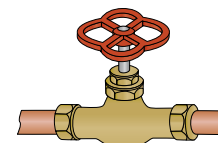
Burst pipes

- Turn off the water at the main stoptap.
- Turn off any water heaters.
- Turn on all your taps to drain water from the system. This may take about 15 minutes.
- When the water stops running turn all your taps off.
- If electrical fittings are getting wet do not touch them. Turn off the electricity at the consumer unit or fuse box. (See page 55 for more information).
- Call us to report the fault on 0800 218 000.

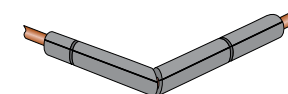
Pipework and valves



Stoptap



Gate valve



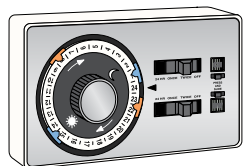
Pipe lagging

Heating – advice and general information

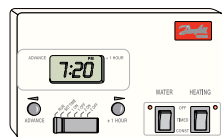
Check the following before you report your heating is not working:

- Is the gas supply turned on and is there credit on the meter?
- Has a fuse in the mains board 'tripped'? If so, reset the circuit breaker. (See page 55 for more information).
- Are all electrical switches to the heating turned to the 'on' position?
- Is the timer, clock or programmer set to come on properly? Slide the heating control to the 'on' position or '24hr' setting.
- Is the room thermostat set correctly? To get the heating to come on you may need to turn the thermostat up to a higher setting.
- Are all your boiler controls and any switches feeding the boiler, turned to the 'on' position?
- If your heating is still not working, call us to report the fault on 0800 218 2000.

Heating controls



Timer or programmer

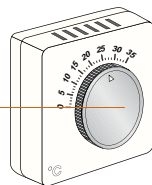


Timer, clock or programmer



Immersion switch

Thermostat
setting here



Room thermostat

Heating – electrical

A majority of electrical heating systems operate on some type of 'off-peak' tariff, which is generally available throughout the night.

The heaters are usually 'charged' up overnight and store the heat ready to be released at other times, depending on how the controls are set. Once the stored heat is fully released, the heater will 'charge' up again the following night. You must make sure that the controls are set according to your needs.

Before you report a repair check that the controls are switched on and set to what you need. If you find that the controls are incorrectly set or switched off, reset them.

Remember

The heaters will only charge overnight, so it is important that you wait until the next day before you report the repair.

If after waiting there is still a fault, call us on 0800 218 2000.

Heating – radiators

Air in radiators can be a common fault but it can easily be put right. If the radiator is cold at the top and hot at the bottom you will need to 'bleed' it.

Some central heating systems are sealed, therefore after removing the air from your radiators the system will need re-pressurising. (See next page for more information).

How to bleed your radiators

- Turn off the central heating.
- Insert a radiator bleed key into the bleed vent. (See diagram on next page).
- Hold a cloth underneath the bleed vent to catch any excess water.
- Undo the bleed vent in an anti-clockwise direction and to a maximum of one turn. You should hear a hissing noise which is the air escaping.

- As soon as water starts to appear, turn off the bleed vent by turning it in a clockwise direction – do not over-tighten.
- Turn on the central heating and recheck the radiator.

How to re-pressurise your sealed system

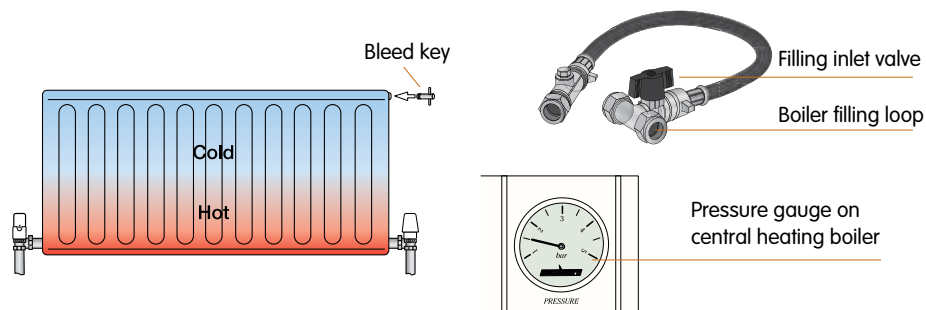
Some central heating systems are sealed, therefore after removing the air from your radiators the system will need re-pressurising.

Sealed central heating systems can be identified by a pressure gauge on the central heating boiler or on the system.

Full instructions on re-pressurising your system can be found in the user's manual provided with your boiler, however here is a standard guide:

- Turn off the boiler.
- Find your filling loop, usually on the pipework underneath the boiler. (See diagram below).
- Connect the filling loop (if not already connected).
- To fill, slowly turn the handle of the filling inlet valve to the 'on' position. Water may be heard entering the system or boiler.
- As water enters the system or boiler the pressure gauge will start to rise.
- Continue to fill the system or boiler until the gauge is showing between 1 bar and 1.5 bars. (See diagram below).
- Turn the handle of the filling inlet valve to the 'off' position.

Radiator, boiler filling loop and pressure gauge



Immersion

If your immersion is not working, check that all the controls are switched on. If you use 'off-peak' electricity to heat your water, check to see if there is a booster switch that can be used temporarily.

Showers

Before you report a repair

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

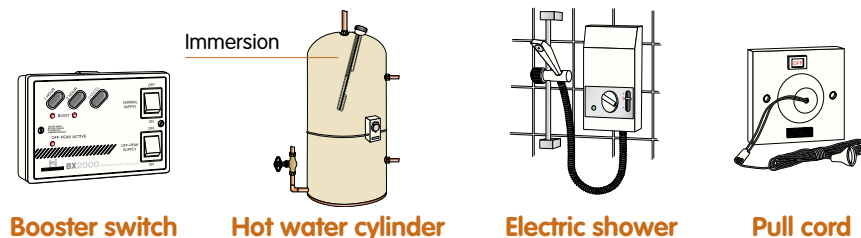
Unless installed by us, it is your responsibility to maintain and repair your shower.

Please also check:

- the shower pull switch to see if it has been switched off accidentally. If damaged, it is your responsibility to change the shower pull cord (but not the switch); and
- the shower head to see if it is blocked. If not kept clean and clear, this can cause problems with the water flow.

If your fuse box is fitted with circuit breakers or trip switches, check that the one marked 'shower' is switched on. If it is not on, switch off the main switch (usually the red one at the end), reset the circuit breaker and switch the main switch back on.

Immersion and showers



- Report repairs and anti-social behaviour any time, day or night
- Keep up to date with news and events at Salix Homes
- Set rent reminders
- Budget living costs **and much more...**

