



Mansfield  
District Council

Mansfield District Council

# Tenant's Repairs Handbook

This handbook contains information about your repairs service, including the items you are responsible for. By using this book and providing us with the necessary information you can help us to get your repairs done more quickly.

## **How you can contact us**

### **Contact Centre**

Monday to Thursday 8.30am to 5pm.

01623 463463

Friday 8.30am to 4.30pm.

### **Repair Work – Normal Time:**

Monday to Thursday 8am to 4.30pm.

Friday 8am to 1pm.

**For Emergencies only outside of these times**

01623 463050

**Email:** [housing.repairs@mansfield.gov.uk](mailto:housing.repairs@mansfield.gov.uk)

**Report online:** [www.mansfield.gov.uk](http://www.mansfield.gov.uk)

**Address:** Mansfield District Council, Vale Road, Mansfield Woodhouse, Mansfield, Nottinghamshire, NG19 8EB.

You can also visit any of the council offices to report your repair.

We treat repairs as emergencies if they are necessary to avoid danger or risk to the health of the occupants or serious damage to the property.

During working hours you should contact us via the Contact Centre, outside working hours we will only handle emergency repairs.

**If you call us out and it is not a genuine emergency we will charge you for our operative's time.**

## Our Service

### The council is responsible for:

- Repairing and maintaining the structure of the property.

This includes external parts and any internal fixtures and fittings originally provided by the council, but not those that are listed as your responsibility or that were specifically made your responsibility at the beginning of your tenancy.

- Most pipes, wiring, fixtures and fittings for heating, drainage, guttering, power and lighting.
- Maintaining any open area around your home but not the private part of your garden which is your responsibility.
- Main paths that lead to the front or back doors, but not general garden paths
- Any communal areas or facilities.
- Annual safety check and service in every property with a gas supply as required by law.

Most repairs will be carried out by our own operatives.  
Certain work will be done by specialist contractors.

**Do not let anyone into your home until you have seen their identity card and are confident that they are genuine. If they do not have a card or refuse to produce one DO NOT LET THEM IN.**

If you are not at home, our operative will leave a card asking you to call the Contact Centre to arrange another mutually convenient appointment. If you do not call back the job will be cancelled unless it is gas related. In such cases we must gain access and in exceptional circumstances will invoke legal proceedings to achieve this.

We expect you to be at home if you have reported an emergency.  
If you are not in and the job reported is not dangerous the job will be cancelled.

In bad weather conditions our operatives cannot for their own safety work at height.

For all instances of damage caused by vandalism or break-ins we require a Police Crime Report Number and you may be charged.

## **To request a repair**

### **When you contact us we will need to know:**

- Your name, address and a contact telephone number.
- Details of the repair.
- Times that are convenient for us to carry out the repair.
- If you have registered a vulnerability with us.
- Please let us know if you are hard of hearing, or may have difficulty in getting to the door when someone calls.

### **We will:**

- Tell you if the repair is your responsibility or ours.
- Advise if an inspection is required.
- Arrange a convenient time for an inspector or operative to call if we are able. In some instances we may have to contact you at a later date to arrange access, for example when we have to order special parts. We can offer appointments for non-urgent repairs for a morning or an afternoon depending on the nature of the repair.
- Provide you with the job number and the target time for the repair if you request this information. See response times.
- Advise you if the repair is rechargeable to you.

## Response times

When you report a repair to us we will assess the problem and then put it into one of the following priorities.

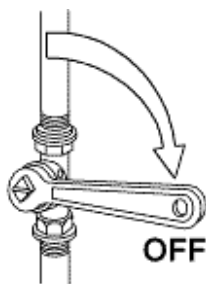
|   |   |
|---|---|
| <p><b>1 Day Emergency Repair</b></p> <p>We will respond by the end of the next working day, when there is real risk of injury or death, major damage to the property, if it is not secure, or if there is total loss of heating in winter. The purpose is to 'Make- Safe'. Any follow-up work will be completed soon after any threat has been removed.</p>   | <p><b>3 Day Urgent Repair</b></p> <p>We will respond by the end of the third working day, to restore partial failure of:</p> <ul style="list-style-type: none"> <li>• Essential Services</li> <li>• Sanitation</li> <li>• Water</li> <li>• Electrical Supply</li> <li>• Heating Systems.</li> </ul>   |
| <p><b>20 Day Routine Repair</b></p> <p>We will respond with 20 working days for:</p> <ul style="list-style-type: none"> <li>• Small repairs that need to be done to overcome serious inconvenience.</li> <li>• To prevent immediate damage to the property.</li> <li>• Where it might lead to a health or security problem.</li> </ul> <p><b>All the response completion times are measured from when you report the problem to us.</b></p> | <p><b>Batched Repairs Programme</b></p> <p>This is a 15 week programme to carry out external works where there is no risk to health and safety and no imminent risk to the fabric of the building. (See the Batched Repairs Programme leaflet)</p> <p>Types of work included are:</p> <ul style="list-style-type: none"> <li>• External doors</li> <li>• Window frames</li> <li>• Plastering and rendering</li> <li>• Soffits, fascias and rainwater pipes and gutters</li> <li>• Fencing and gates</li> <li>• Roofs and chimney stacks</li> <li>• Concrete footpaths and flaggings</li> <li>• Canopies and porches</li> <li>• Outhouse doors</li> <li>• Brickwork pointing.</li> </ul> |

## Emergency examples

| 1 Day Emergency Repair   | 3 Day Urgent Repair   |
|--|---|
| <ul style="list-style-type: none"> <li>• Total loss of electric supply</li> <li>• Unsafe electrical fittings</li> <li>• Total or partial loss of gas supply</li> <li>• Blocked flues to open fires or boilers</li> <li>• Insecure property</li> <li>• Blocked drain</li> <li>• Blocked toilet (if there is only 1 W.C. in the property)</li> <li>• Total loss of water supply</li> <li>• Leaking pipes (not containable or District Heating)</li> <li>• Faulty flush (if there is only 1 W.C. in the property)</li> <li>• Total or partial loss of heating (November to April inclusive)</li> <li>• Total or partial loss of hot water (November to April inclusive)</li> <li>• Dangerous situation (Make safe only).</li> </ul> | <ul style="list-style-type: none"> <li>• Some lights not working</li> <li>• Some power points not working</li> <li>• Blocked sink, bath or washbasin</li> <li>• Taps that cannot be turned off</li> <li>• Partial loss of water supply</li> <li>• Leaking pipes (containable)</li> <li>• Total or partial loss of heating (May to October inclusive)</li> <li>• Total or partial loss of hot water (May to October inclusive).</li> </ul> |

## Joint responsibility for gas safety

- The council is responsible for an annual gas safety check in every property with a gas supply.
- If you have not had a gas service in the last 12 months you must let us know.
- You must also allow us to enter your home to carry out annual safety checks.
- If you do not allow us in, you are in breach of your Tenancy Agreement.
- If necessary, in your interests, we will force entry or take court action to gain access.
- **You must ensure that air vents do not become blocked as the air is necessary to keep you and your family safe from suffocation due to flue gases or Carbon Monoxide poisoning**



mains gas tap

### FIVE STEPS TO GAS SAFETY IF YOU SMELL GAS

1. NO NAKED FLAMES
2. DO NOT OPERATE ELECTRICAL SWITCHES
3. OPEN WINDOWS AND DOORS
4. TURN OFF GAS
5. CALL NATIONAL GRID 0800 111999

## Your responsibilities

- Keep your property and garden in a reasonable condition.
- Promptly report when a repair is needed and take reasonable precautions to prevent further damage.
- Allow us access to your property to carry out repairs, annual safety checks and inspections.
- Make arrangements to allow our operatives to get on with their work, for example, keeping children and pets out of their way.
- Move or protect furniture or carpets before work starts. Operatives may help but accept no responsibility for damage.
- Take action to prevent and control condensation.
- If for reasons of safety and security we have to carry out repairs that are your responsibility we will charge you the full cost of the repair. For further information refer to the Rechargeable Repair Leaflet.
- Take responsibility for appliances or fittings that you have installed.
- Repair any damage caused by members of your household or any visitors to your home.
- Optional draught-proofing or insulation.
- Take action to prevent and control condensation.
- Carrying out internal decoration including repairing minor damage to plaster e.g. nail holes and small cracks.



## Baths and basins

|                                     |   |
|-------------------------------------|---|
| <p><b>Your responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Clearing blocked baths, basins, sinks. See Waste Blockages.</li> <li>• Replacing plugs and chains to baths, basins and sinks.</li> <li>• Repairing any items you have installed yourself, e.g. shower.</li> <li>• Replacing damaged splashback tiles.</li> <li>• Cleaning baths, sinks, basins and descaling shower heads.</li> <li>• Replacing W.C. seats.</li> <li>• If you, a member of your family or a visitor to your home cause damage, we expect you to get it repaired yourself or we will charge you if we carry out the repair.</li> </ul>  |
| <p><b>Advice</b></p>                | <ul style="list-style-type: none"> <li>• For water leaks, blockages or tap problems (see General Advice - waste blockages).</li> <li>• A blocked waste is not an emergency. You are expected to clear any blocked baths, basins or sinks yourself. (see General Advice - waste blockages ).</li> <li>• We will charge you for the cost of clearing blockages caused by items such as nappies or toys.</li> <li>• Do not use the bath or sink if the waste pipe is blocked – wait until it has been cleared.</li> <li>• If we need to replace bathroom fittings which are part of a suite it will be with our standard stock items which are white.</li> </ul> |

## Doors and locks

|                              |  |
|------------------------------|--|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Replacing lost or broken door keys.</li><li>• Gaining access and replacing locks if you get locked out. (The council may carry out this work but will make a charge for doing so).</li><li>• Providing and repairing any additional locks and latches.</li><li>• Adjusting doors when you have new carpets fitted.</li><li>• Replacing or repairing catches, locks and latches and handles on internal doors and cupboards.</li><li>• Replacing external door furniture – letter plate, security chain, door number, spy-holes etc.</li><li>• If you, a member of your family or a visitor to your home cause damage, we will charge you if we carry out the repair.</li></ul> |
| <b>Advice</b>                | <ul style="list-style-type: none"><li>• If you get locked out we will gain entry for you but you will be charged.</li><li>• We will only carry out emergency repairs to make your home safe and secure. We will carry out a full repair at a later date.</li><li>• If a problem is caused by vandalism or a break-in you should report it to the Police and get a crime number. You may be charged for any repairs needed.</li></ul>   |

## Drains and wastes

|                                     |  |
|-------------------------------------|--|
| <p><b>Your responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Clearing blocked baths or sinks. (See General Advice - waste blockages).</li> <li>• Trying to clear blocked toilets. (See General Advice - waste blockages).</li> <li>• Keeping gully grids clear of leaves and rubbish.</li> <li>• Clearing blockages in washing machine and dishwasher outlets.</li> </ul>  |
| <p><b>Advice</b></p>                | <ul style="list-style-type: none"> <li>• A blocked waste is <b>not</b> an emergency. You are expected to clear it yourself. (See General Advice - waste blockages).</li> <li>• A blocked toilet is <b>not</b> an emergency unless there is not another toilet you can use.</li> <li>• If the blockage is caused by items such as nappies, toilet rolls, toys etc. then we will charge you for the cost of clearing it. You should always try to clear the blockage yourself. (See General Advice - waste blockages).</li> <li>• Do not use the bath basin, sink, shower or toilet if the waste pipe is blocked; wait until it has been cleared.</li> </ul> |

## Electrics

|                                     |  |
|-------------------------------------|--|
| <p><b>Your responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Resetting trip switches and, if necessary, turning off the mains supply.</li> <li>• Replacing light bulbs and fluorescent tubes (except in communal areas).</li> <li>• Ensuring your electricity supply does not get cut off due to nonpayment or lack of credit on the meter.</li> <li>• Replacing/repairing door bells unless fitted by the council due to disability.</li> <li>• Weekly testing of smoke detectors, heat detectors and carbon monoxide detectors where fitted. Also ensuring that they are kept dust and dirt free.</li> <li>• Repairing your own electrical appliances.</li> </ul>  |
| <p><b>Advice</b></p>                | <ul style="list-style-type: none"> <li>• <b>Never touch</b> bare wires and <b>do not touch</b> sockets or switches with wet hands.<br/>If an electrical fitting is dangerous or if there is water leaking onto any fitting, do not use and contact us immediately.</li> <li>• Make sure that you know where the trip switches are located in your home and you know how to reset them.</li> <li>• You must not carry out any electrical work in your home without our permission.<br/>On completion we will inspect the work to ensure that it complies with Health and Safety regulations.</li> <li>• <b>Do not remove</b> smoke, heat or carbon monoxide detectors; they are there for you and your family's safety (You will be charged if we have to repair or replace them due to misuse).</li> <li>• If you or your appliance causes any damage or fault we will charge you for putting it right.</li> </ul> |

## Floors and stairs

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|-------------------------------------|--|
| <p><b>Your responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Repairing or renew any floor covering, vinyl tiles, sheeting, carpets or laminate you have put in.</li> <li>• If you, a member of your family or a visitor to your home cause damage, we will charge you if we carry out the repair.</li> </ul>   |
| <p><b>Advice</b></p>                | <ul style="list-style-type: none"> <li>• We will not accept responsibility for damage to your carpets or other floor coverings, unless it is caused by neglect by our repairs operatives.</li> <li>• If necessary you must move furniture or remove any floor coverings before we carry out the work. Operatives may be willing to lift floor coverings and loosely relay but accept no responsibility for any damage caused.</li> </ul> |

## Gutters

|                                     |   |
|-------------------------------------|---|
| <p><b>Your responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Keeping gully grids clear of leaves or rubbish.</li> </ul>   |
| <p><b>Advice</b></p>                | <ul style="list-style-type: none"> <li>• We may require scaffolding to carry out the repair.</li> <li>• In bad weather conditions operatives cannot work at height (on ladders, scaffolding or on the roof).</li> </ul> |

## Garages, outbuildings and outside your home

|                              |  |
|------------------------------|--|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Fencing and gates are the tenant's responsibility, unless unsafe. We will attend to make safe only.</li><li>• Repairing any sheds, patios, steps, ornamental walls or other garden features that are not included in the tenancy agreement.</li><li>• Replacing keys or locks to garage or shed doors when keys are lost. If we gain entry for you we will charge you.</li><li>• Renewing clothes lines, except in communal areas.</li><li>• Maintaining general garden paths.</li><li>• If a member of your family or a visitor to your home cause damage, we will charge you if we carry out the repair.</li></ul> |
| <b>Advice</b>                | <ul style="list-style-type: none"><li>• The council has no repairing obligation in respect of fencing under Section 11 of the Landlord and Tenant Act 1985.</li><li>• Any renewal will be considered within a planned programme of works.</li><li>• If a problem has been caused by vandalism or a break-in you should report it to the Police and get a crime number. You may be charged for any repairs needed.</li><li>• If a garage cannot be locked, you are responsible for the security of anything left inside.</li></ul>  |

## Heating and hot water

|                              |  |
|------------------------------|--|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Checking that your heating controls (room thermostat, timer or programmer are set correctly. (See General Advice adjusting central heating controls.)</li><li>• Keeping your home properly heated to prevent frozen or burst pipes or condensation especially when you are going to be away from the property for a period of time (on holiday or in hospital). (See General Advice – to avoid burst pipes).</li><li>• You must ensure that air vents do not become blocked.</li><li>• Allow us access to carry out annual safety checks. (See joint responsibility for gas safety for more information).</li><li>• Allow us access to sweep the chimney if required.</li><li>• The gas and electric supplier contact must be in your name.</li><li>• Ensuring your gas supply does not get cut off due to nonpayment or lack of credit on the meter. If the credit runs out we will need to re-commission your gas appliances and you will be charged for the work.</li><li>• We require 48 hours notice for any commission of appliances.</li><li>• Any debt on an ordinary meter will have to be cleared before we can attend.</li><li>• Provide and replace ash pans for open fires.</li></ul> |
|------------------------------|--|

## Kitchen fittings

|                              |   |
|------------------------------|---|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Installing washing machines, dishwashers and tumbles driers including wastes, supply pipes and vents if not already provided by the council.</li><li>• Clearing blockages to washing machines or dishwashers.</li><li>• If you install a washing machine, dishwasher or tumble drier you must maintain the fittings, pipes, vents, water supply and electrical connections to the appliance.</li><li>• Repairing any additional units you have installed.</li><li>• Replacing cupboard handles, catches and hinges.</li><li>• Replacing any damaged or broken splashback tiles.</li><li>• We do not service gas cookers.</li><li>• If you, a member of your family or a visitor to your home cause damage, we will charge you if we carry out the repair.</li></ul> |
| <b>Advice</b>                | <ul style="list-style-type: none"><li>• If we have to replace kitchen units or parts of a unit, e.g. door, worktop or drawer we will try to match the colour, however there may be instances where we cannot and we will then replace with our standard stock items.</li></ul>  |



## Pipes and taps

|                              |   |
|------------------------------|---|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Take steps to prevent burst pipes due to cold weather, especially if you are going to be away from the property for a period of time e.g. on holiday or in hospital (See General Advice – to avoid burst pipes).</li><li>• Turning off your water supply at the stop tap if a water pipe has burst.</li><li>• You need to know where the stop tap is in your home so that you can turn it off in an emergency, you should also check that you are able to turn it off.</li><li>• If you, a member of your family or a visitor to your home cause damage, we will charge you if we carry out the repair.</li></ul> |
| <b>Advice</b>                | <ul style="list-style-type: none"><li>• <b>Do not touch</b> electrical fittings if water is leaking onto them you should also isolate the circuit at the consumer unit.</li><li>• Emergency repairs will be carried out to make the property safe and secure. If any make good repairs are also required these will be carried out at later date within the agreed timescales.</li><li>• If damage is caused by leaking water, you may be able to make a claim on your contents insurance.</li></ul>  |

## Roofs and chimneys

|                              |   |
|------------------------------|---|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Putting up and maintaining television or radio aerials, or satellite dishes on the outside of the property except communal aerials which have been provided by the council.</li><li>• You must obtain permission from your Housing Office before you install an aerial or satellite dish.</li><li>• Allow us or our contractor access to sweep the chimney if there is a solid fuel fire at the property.</li></ul> |
| <b>Advice</b>                | <ul style="list-style-type: none"><li>• We may need to erect scaffolding to carry out the repair.</li><li>• In bad weather conditions the operatives cannot work at height e.g. on ladders, scaffolding or on the roof.</li><li>• If the roof is leaking do not use electrical fittings if they are wet and contact us immediately.</li></ul>   |

## Toilets

|                              |  |
|------------------------------|--|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"> <li>• Replacing toilet seats and pull chains.</li> <li>• Trying to clear blocked toilets.</li> <li>• Cleaning the toilet pan.</li> <li>• If you, a member of your family or a visitor damage the toilet we will charge you the cost of the repair.</li> </ul>   |
| <b>Advice</b>                | <ul style="list-style-type: none"> <li>• A blocked toilet is not an emergency unless you do not have another toilet you can use.</li> <li>• If the blockage is caused by items such as nappies, toilet rolls, toys etc. then we will charge you for the cost of clearing it. You should always try to clear the blockage yourself. (See General advice - waste blockages).</li> <li>• If we need to replace a toilet which is part of a suite it will be with our standard stock toilet which is white.</li> <li>• As a temporary measure for a faulty flush, fill a container with water and pour the water into the toilet pan until it is clear.</li> </ul> |

## Walls and ceilings

|                              |   |
|------------------------------|---|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"> <li>• Decorating walls and ceilings inside you home.</li> <li>• Repairing minor cracks and holes in walls and ceilings.</li> <li>• Keeping air vents clear.</li> <li>• Putting up and replacing shelves, curtain rails and coat hooks.</li> <li>• If you, a member of you family or a visitor to your home cause damage, we will charge you for the cost of the repair.</li> </ul> |
| <b>Advice</b>                | <ul style="list-style-type: none"> <li>• Try to keep condensation to a minimum to prevent damp and mould on the walls or ceiling (See General Advice - condensation).</li> <li>• If water leaking causes damage, you may be able to make a claim on your home contents insurance.</li> </ul>  |

## Windows

|                              |   |
|------------------------------|---|
| <b>Your responsibilities</b> | <ul style="list-style-type: none"><li>• Fitting additional security locks to windows.</li><li>• Keeping window trickle vents clear and using them.</li><li>• If you, a member of your family or a visitor to your home causes damage, we will charge you if we carry out the repair.</li></ul>  |
| <b>Advice</b>                | <ul style="list-style-type: none"><li>• We will only carry out emergency repairs to make your home safe and secure. We will carry out a full repair at a later date.</li><li>• If a problem is caused by vandalism or a break-in you should report it to the Police and get a crime/incident number. You may be charged for any repairs needed.</li></ul> |

## General advice

### Adjusting central heating controls

A time clock or digital programmer automatically turns the heating and hot water on and off at times you set. Set the heating to go off during the night and when the home is empty during the day.

During freezing spells, keep some background heat on all the time. A room thermostat controls the heating to keep the room at a set temperature. Turn the dial so that the arrow or marker points to the temperature setting you want. A comfortable and economic temperature is between 18°C and 21°C.

You have three switches that you can use to control on/off times: -

- AUTO - which automatically turns the heating and hot water on and off at the times you set.
- ON - which you can use to manually override the automatically set starting time.
- OFF - which you can use to manually override the automatically set finishing time.

### Setting a time clock programmer

(Sets of pins or arrows for setting the heating).

Check the clock is showing the correct time. Adjust if necessary. Decide when you want the heating and hot water to come on and go off.

Pins:

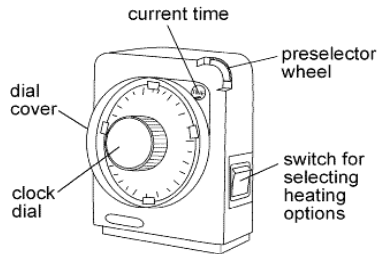
- Push them in against any time when you want the heating to come on.
- Pull them out against any time when you want the heating to go off.

Arrows:

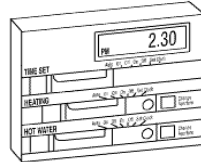
- Slide the 'on' arrows (usually red) around the clock to the times when you want the heating to come on.
- Slide the 'off' arrows (usually blue) around to the times when you want the heating to go off.
- Set the switch to 'timer' or 'auto' as appropriate to the unit.

## To set a digital programmer

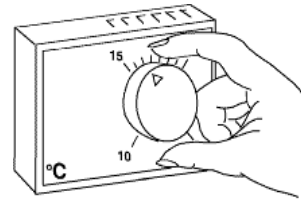
Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons.



timeclock programmer



digital programmer



room thermostat

## To avoid burst pipes in cold weather

If cold weather is forecast, you can help reduce the risk of burst pipes:

- Make sure you know where the main stop tap is and check regularly that you can turn it.
- Turn taps off fully.
- Keep your heating on a low setting, rather than turning the heating on and off for short periods of time.
- Make sure thermostatic radiator valves are on the 'frost' setting in rooms you don't use, and not turned off.
- If you do not have central heating allow some heat to circulate into colder rooms.
- Turn off your mains water supply if you are going to be away from home for more than a few days.
- If you are going away for an extended period of time (more than 2 weeks) the council will drain down the water and heating system free of charge to prevent burst/frozen pipes.

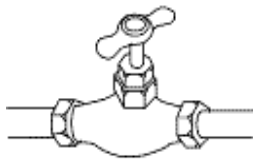
We require 48 hours notice prior to draining down and an appointment will be made to arrange for the refilling of the system. This service is only available during normal working hours.

### If you have a burst pipe:

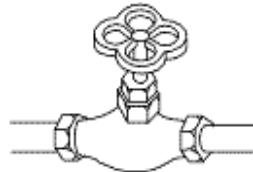
- Turn off the main water stop tap immediately.
- Turn on all taps to drain the water quickly. This may take about 15 minutes. When the water stops running turn all the taps off.
- Turn off central heating or immersion heater.
- If you know where the leak is, tie a rag around it and place a bucket or container underneath it.
- If electrics are getting wet, **do not touch, turn off the electricity at the mains consumer unit or fuse box.**
- Contact us to get the pipe fixed.

### If you have frozen pipes:

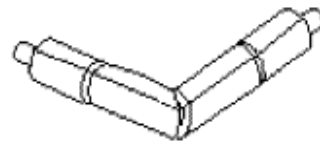
- Turn off the main water stop tap.
- It is probably best to leave the pipes frozen but you may try to thaw them using hot water bottles.
- If the hot water system is frozen turn off any water heaters.



stoptap



gate valve



lagging

### Condensation

Condensation in the home can cause mould on walls, furniture and furnishings, wallpaper, curtains, carpets, etc. This can increase the risk of respiratory illness such as asthma and bronchitis.

Condensation is caused when wet air reaches a cold surface such as a window and the water in the air is released onto the surface. The warmer and better ventilated you keep your home the less likely you are to get condensation.

### **Condensation can also be caused by:**

- Paraffin and portable bottled gas heaters.
- Drying clothing indoors.
- Cooking - boiling pans without the lids on.
- Bathroom steam.

### **Avoiding condensation:**

- Produce less moisture.
- Cover pans when cooking.
- Dry clothes outdoors or in one room with the door shut.
- Vent your tumble drier to outside.
- Avoid paraffin and bottled gas heaters.
- Ventilate to reduce moisture - increase ventilation in kitchen and bathroom when they are in use, close the door, use fans where fitted, do not block air bricks and other ventilation panels.
- Insulate and draught proof.
- Heat your home adequately (ideally above 15°C).
- Keep low, background heat on all day in cold weather.
- Find out about benefits, rebates and help with fuel bills (see last page for phone numbers).
- Wiping down any surface where moisture settles to prevent mould, especially windowcills.

### **To remove mould:**

- Wipe the mould off immediately with water. Do not use washing up liquid.
- Apply a recommended product to the wall – these are available from DIY stores.
- Wash your hands thoroughly when you have finished.



## **If the W.C. overflow is running**

Check to see if a service valve or stop tap is fitted. If so, the water supply to the cistern can be temporarily turned off. To turn the water off, turn the screw on the service valve a quarter turn, or turn the tap head clockwise until tight. If the ball float in the cistern has sunk under the water, it needs to be replaced. Contact the Repairs Bureau to arrange for the work to be carried out.

You can stop the water flowing temporarily by placing a piece of wood across the top of the cistern and tying the float arm to it to keep the valve shut.

## **What to do**

Remove the cistern lid and flush the toilet. Lift the ball float up and check if the water flow stops. If the water flow does not stop, the ball valve may need to be replaced or rewashered. If the water flow stops, the ball valve needs adjusting.

## **How to stop an overflow running by adjusting the ball valve**

If the ball valve to your WC is the older, metal piston type:

- Carefully bend the float arm to push the ball float down about 1" (25mm).
- Let the cistern fill and check the new water level - adjust the float arm again if necessary.

If the ball valve is the modern, plastic diaphragm type:

- Loosen the lock nut (turn anti-clockwise).
- Turn the adjusting screw on the float arm a couple of turns (clockwise) and tighten the lock nut.
- Let the cistern fill and check the new water level.
- Adjust the float arm further if necessary by repeating the above procedure.

## **Waste blockages**

- Blockages in basins and sinks are usually caused by the build-up of fat, tea leaves, hair etc.
- You should clean wastes regularly with hot water and a suitable product from a DIY store.
- The trap located under the fitting (bath, basin or sink), always holds some water which stops air or foul smells coming up the drain. However, waste can build up and become stuck.
- If more than one fitting (sink, basin, bath, shower) is blocked, the problem may be in the soil stack or main drain. This will need to be cleared by a plumber. Contact us.

## **Unblocking a bath, basin or sink**

- Bale out most of the water.
- Hold a rag tightly over the overflow opening to prevent air escaping.

- Place the plunger over the plug hole and pump up and down.
- After clearing the blockage, it is advisable to rinse out with a household blockage cleaner.

### Toilet blockages

These are usually caused by unusual objects such as nappies, toys, air fresheners etc. You must not use toilets as bins or waste disposers. Air fresheners that attach to the rim of the toilet pan should be securely fastened. When cleaning the toilet, it is helpful to do some pumping with the toilet brush to ensure that the drain stays clear.

### Unblocking a toilet

- If the W.C. pan is already full, remove some of the water into a bucket using some form of scoop, (e.g. a jug or bowl).
- Push the brush or plunger to the bottom of the pan. Pump it up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage.
- Flush the toilet to see whether the blockage has gone.
- You may need to repeat this process several times before the toilet flushes normally. If there is no improvement after a couple of attempts, contact us.
- Always wash your hands thoroughly and all equipment after you have finished.



### Resetting a trip switch

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it out quite easily.

Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken.

All the trip switches are located in the consumer unit. Some units have buttons rather than switches. Units are predominantly situated within 2 metres of the electric meter.

The common causes for the electric tripping would be:

- A circuit has been overloaded by too many fittings or appliances.
- An appliance is faulty or misused.
- A lead to an appliance, such as a hair dryer, TV, toaster, are loose or badly connected.
- Water has leaked into a circuit.
- A light bulb has blown.
- The immersion heater (if fitted) is faulty.

If an appliance is faulty, leave it unplugged and get your own electrician or service engineer to check it.

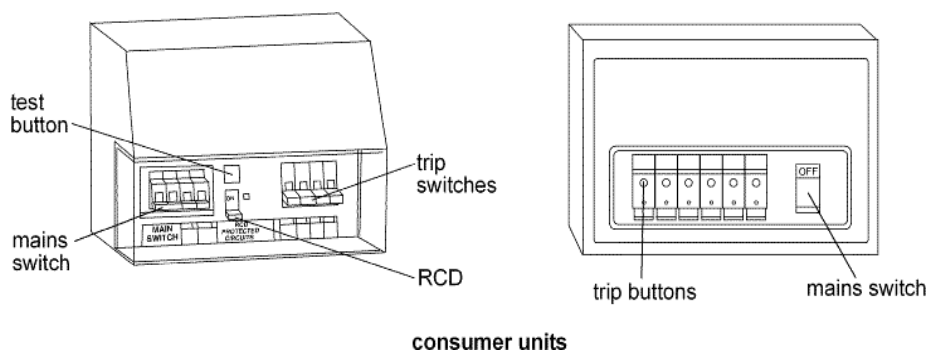
**Make sure your hands are dry when you touch electrical fittings. Never touch the electricity company's fuse and seals.**

### To reset a trip switch

- Unplug all appliances.
- Open the cover on the consumer unit to expose trip switches.
- Reset the trip by pushing up the trip switch.
- Plug the appliances back in one at a time to check if any are faulty and tripping the switch again.
- Replace the trip cover.

### To identify a faulty appliance

- Unplug all the appliances on the problem circuit and switch off the immersion heater.
- Switch/press the 'tripped' switch/button to the ON position.
- Plug in the appliances one at a time.
- Do not use double adaptors when testing the appliances.



## Gas

By law, only a competent person can carry out work on gas appliances or fittings. To carry out any work yourself can be very dangerous and is likely to be illegal.

You must not use any gas appliance or fittings you know or suspect to be unsafe. The Health and Safety Executive (HSE) have instructed that any gas appliance or fittings which are so dangerous that it is a threat to life if they are used must be disconnected.

Before you use this appliance or fitting again, have it repaired by a Gas Safe registered installer.

By law, we are responsible for making sure that gas fittings and flues are maintained in good order, and gas appliances and flues are checked for safety annually.

We must also keep a record of the safety checks for at least two years and issue the latest certificate to existing tenants and any new tenants before they move in. You should keep your copy of the Landlords Gas Safety Record.

**NEVER** use a gas appliance if you think it is not working properly. Signs to look for include:

- yellow or orange flames (except fuel-effect fires that display this colour flame)
- soot or stains around the appliance
- pilot lights which frequently blow out.

**NEVER** cover an appliance or block air vents.

**NEVER** block or obstruct any fixed ventilation grilles or air bricks.

## **Gas servicing**

If you have gas appliances in your property, we will contact you every year to let you know that the service is due and give you an appointment date. If the appointment date is not convenient then telephone the Contact Centre to rearrange.

There is no extra charge for this service; it is included in your rent.

It is your responsibility to provide access to the property to allow for the servicing of gas appliances. If you miss an appointment to have appliances serviced, it is very important that you contact us to re-arrange the appointment. We will continue to try and gain access to your property until the appliances have been serviced, so please do not ignore our letters. If you continue to refuse us access, we will take legal action against you. We will warn you if we are going to do this.

## **Smoke alarms**

We recommend you fit smoke alarms or detectors to your home as they can detect fires in their early stages and sound a warning to anyone in the home. They are an inexpensive way of protecting your family, especially when you are sleeping. For a flat or bungalow, one smoke alarm will probably be enough in the hallway. If your home has more than one floor, an alarm for each level may be necessary, on the ceiling at the bottom of the staircase, and then on each stairs landing.

It is best not to fit alarms in kitchens or bathrooms as steam can trigger the alarm. Alarms need checking regularly to see they are not clogged with dust and the batteries require replacing as necessary.

### **You can reduce the risk of fire by:**

- Not leaving chip pans unattended.
- Not keeping flammable liquids such as petrol, paint thinners, gas or paint in the home.
- Not smoking in bed.
- Making sure open fires have a guard around them.
- Keeping matches out of reach of children.
- Closing all doors at night, so if a fire starts it cannot spread quickly.
- If using open fires, ensure the chimney is swept at least once a year.

### **If a fire breaks out**

- Close the door of the room where the fire has started and close all other doors behind you, if it is safe for you to do so.
- Never enter a room if you think there is a fire inside.
- Use the escape route that you have practised.
- Alert everyone and get them out as quickly as possible.
- Phone 999 and ask for the fire brigade.

### **If your escape is blocked by fire**

- Try to stay calm.
- Gather everyone into one room (if possible, a room with a window and a phone or mobile phone).
- Phone 999 and ask for the fire brigade.
- Do not open any door if it feels warm when touched with the back of your hand. The fire will be behind that door.
- Use towels, pillows, cushions, or clothing to block any gaps in the door. This will prevent smoke from entering the room.
- Go to the window or stay as close to the ground as possible if the room is filling with smoke.
- Open the window and wait for the fire brigade to arrive.

## Carbon Monoxide 'The Silent Killer'

Carbon Monoxide is extremely dangerous and can kill in a very short space of time. Gas appliances and flues not maintained regularly can produce this poisonous gas.

You can't see it, taste it or smell it and you are particularly at risk when you are sleeping because you cannot recognise the early symptoms of carbon monoxide poisoning, which are:

- tiredness
- drowsiness
- headache
- nausea
- chest pains
- stomach pains.

These symptoms can mimic many common ailments and may easily be confused for other minor illnesses. If you or any member of your family have any of the above symptoms and you believe carbon monoxide may be involved you must seek urgent medical advice.

You are at risk if:

- Your appliance was poorly installed.
- Your appliance is not working properly.
- Your appliance has not had the annual safety check or maintained regularly.
- There is not enough fresh air in the room.
- Your chimney or flue gets blocked up.
- You allow a non-Gas Safe registered engineer to install or maintain your appliance.

If you sleep permanently or temporarily (due to illness) in a room where an open flue gas appliance is installed or back boiler you could be putting your life, or those of your family at risk. You should contact your local Tenancy Services if this is the case.

## Descaling a shower head

If water is not coming out of all the holes in your shower head, it is probably because limescale is building up inside the head. To prevent buildup of scale, shower heads should be cleaned out and descaled about every six months. In hard water areas, you may need to do it more often.

### **What to do**

Unscrew the head of the shower from the hose. This may be quite stiff. Make sure you do not lose the rubber washer which sits in the hose fitting. Unscrew the rose attachment from the shower head.

There is usually a retaining screw in the centre of the rose. The rose is made up of a set of rings which fit into each other. Prise the rings apart and soak them in the descaling agent overnight. When soaking is complete, scrub the rings with a small brush to remove any remaining scale. Screw the rose back onto the shower head. Screw back the head onto the hose, checking that the rubber washer in the hose is in place. This seals the joint and prevents it leaking.



## Tenant's Right to Repair

The Right to Repair Scheme ensures that small urgent repairs which might affect your health, safety or security are carried out quickly and easily. Not all repairs 'qualify' under the scheme.

The following table gives a list of repairs which qualify as determined by the "Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994".

- A repair only qualifies if the cost of carrying out the work is less than £250.
- If requested we will give the following information when a repair is reported.
  1. How long the repair will take.
  2. If the repair qualifies under the scheme.
  3. What to do if the repair is not completed within the time stated.
  4. The name of the contractor.
  5. The arrangements made with you to carry out the repair.
  6. Detail of the repair.

You should telephone us if the repair is still outstanding, unless there is a good reason why the work has not been done.

Details of types of work under the right to repair and their related timescale targets are listed in the following table.

| <b>Type of repair</b> |  | <b>Classification</b> | <b>Target Timescale</b> |
|-----------------------|--|-----------------------|-------------------------|
| <b>Electrical</b>     | Total loss of electric power   | Emergency             | 24 hours                |
|                       | Partial loss of electric power (such as light, socket)   | Urgent                | 3 working days          |
|                       | Unsafe power or lighting socket or electrical fitting  | Emergency             | 24 hours                |
| <b>Plumbing</b>       | Total loss of water supply   | Emergency             | 24 hours                |
|                       | Partial loss of water supply   | Urgent                | 3 working days          |
|                       | Blocked or leaking foul drain soil stack or toilet pan<br>(where there is no other working WC in the property) | Emergency             | 24 hours                |
|                       | Toilet not flushing (where there is no other working toilet in the property)                                   | Emergency             | 24 hours                |
|                       | Blocked sink, bath or basin  | Urgent                | 3 working days          |
|                       | Tap which cannot be turned off or on   | Urgent                | 3 working days          |
|                       | Leak from water or heating system  | Emergency             | 24 hours                |
|                       | Total or partial loss of gas supply Heating  | Emergency             | 24 hours                |
|                       | Blocked flue to open fire or boiler  | Emergency             | 24 hours                |
|                       | Total or partial loss of space or water heating - (November to April inclusive)                                | Emergency             | 24 hours                |
|                       | Total or partial loss of space or water heating - (May to October inclusive)                                   | Urgent                | 3 working days          |

| <b>Type of Repair</b> |  | <b>Classification</b> | <b>Target Timescale</b> |
|-----------------------|--|-----------------------|-------------------------|
| <b>Other</b>          | Insecure external window, door or lock   | Emergency             | 24 hours                |
|                       | Loose or detached banister or hand rail  | Urgent                | 3 working days          |
|                       | Rotten timber flooring or stair tread  | Urgent                | 3 working days          |
|                       | Leaking roof   | Urgent                | 3 working days          |
|                       | Door entry phone not working   | Priority              | 10 working days         |
|                       | Broken extractor fan (in internal kitchen or bathroom where no other ventilation)                      | Priority              | 10 working days         |
|                       | Where risk to health or safety of occupants, or to prevent further damage to property (make safe only) | Emergency             | 24 hours                |

## Useful telephone numbers

### Emergency Services

|  |               |
|--|---------------|
| Gas (Cadent)                             | 0800 111 999  |
| Water (Severn Trent)                     | 0800 783 4444 |
| Electricity (Western Power Distribution) | 0800 6783 105 |
| Police/Fire/Ambulance                    | 999           |

### Mansfield District Council

|                               |  |
|-------------------------------|--|
| Main Switchboard              | 01623 463463   |
| Out of hours repair emergency | 01623 463050   |
| Council Tax                   | 01623 463463   |
| Abandoned vehicles            | 01623 463295   |
| Homeless                      | 01623 463121<br><a href="mailto:homelessenquiries@mansfield.gov.uk">homelessenquiries@mansfield.gov.uk</a>   |
| Housing Benefit               | 01623 463387<br><a href="mailto:revenues@mansfield.gov.uk">revenues@mansfield.gov.uk</a>                     |
| Dog Warden                    | 01623 463189<br><a href="mailto:dogcontrol@mansfield.gov.uk">dogcontrol@mansfield.gov.uk</a>                 |
| Environmental Health          | 01623 463189<br><a href="mailto:envhealth@mansfield.gov.uk">envhealth@mansfield.gov.uk</a>                   |
| Street Cleansing              | 01623 463463<br><a href="mailto:Cleansing_Services@mansfield.gov.uk">Cleansing_Services@mansfield.gov.uk</a> |
| HomeFinder                    | 01623 463061   |



This leaflet can be provided in a variety of formats if required. Please do not hesitate to contact us on 01623 463463 if you require interpretation of this form or need help reading it.

#### Polish

W razie potrzeby możemy dostarczyć tę broszurę alfabetem Braille'a lub w powiększonym formacie. Jeżeli potrzebuje Pan(i) wyjaśnienia tego tekstu lub pomocy w przeczytaniu go, prosimy o skontaktowanie się z nami pod numerem 01623 463463.

#### Turkish

Bu broşür, talep edildiğinde, körler alfabesi (Braille) ya da büyük baskı formatında elde edilebilir. Bu formun çevirilmesini ya da okunmasında yardım isterseniz, lütfen 01623 463463 numaralı telefondan bizimle temasa geçmekten kaçınmayınız.

#### Cantonese (Chinese Traditional)

如果需要，我們可以提供這份傳單的盲文版本或大字印刷體版本。如果你要求翻譯或者需要幫助來閱讀這份表格，請別猶豫，致電 01623 463463 與我們聯係。

#### Latvian

Šī buklete ir pieejamā Braiļā vai palielinātājā drukā, ja tas ir nepieciešams. Ja jums nepieciešams šī bukleta tulkojums vai palīdzība tā lasīšanā, lūdzu, sazinieties ar mums pa tālruni – 01623 463463.

#### Russian

Этот буклет может быть напечатан шрифтом Брайля или более крупным шрифтом. Если вам необходима помощь с переводом или чтением этого буклета звоните по тел. 01623 463463.

#### Urdu

یہ لیف لیٹ، بوقتِ ضرورت، بریل یا بڑے پرنٹ میں بھی مہیا کیا جا سکتا ہے۔ اگر آپ کو اس فارم کا ترجمہ چاہئے ہو یا آپ کو اس کے پڑھنے میں مدد چاہئے ہو تو برائے مہربانی ہم سے اس نمبر پر 01623 463463 رابطہ کرنے میں بالکل نہ ہچکچائے گا۔

#### Bengali

প্রয়োজন অনুযায়ী এই লীফলট ব্রইল অথবা বড় অক্ষরের আকারে দেওয়া যাবে। এই ফর্মের অনুবাদ প্রয়োজন হলে অথবা এটা পড়তে সাহায্যের দরকার হলে 01623 463463 নাম্বার আমাদের সাথে যোগাযোগ করতে দ্বিধা করবেন না।