



Repairs Handbook

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About your book

This book gives you information about the repairs service provided to you by Aberdeen City Council. It tells you what we need to know to arrange a repair, what repairs you're expected to do, and how to do some of these yourself.

Before you contact us about a repair

- We need you to check the details of your repair. Please look at the list at the side of this page and find your type of repair. You can then look at the pictures and guidance we give to help you describe your repair. By giving us as much information as possible, you can help us get your repair done quickly.
- Think about when someone can be at home to allow the repair worker in to do the work. A responsible adult (someone over 16 years old) must be at home all the time while the repair workers are working in your home.

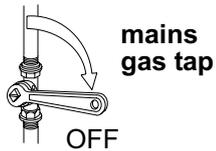
When you're ready

- Contact us. See details in **How to contact us** on page 3.
- Please have this book with you when you talk to us, and have a pen and paper ready to write down any information we give you.
- Let us know if you are hard of hearing or have difficulties getting to the door when someone comes to your home.

Emergencies - what to do

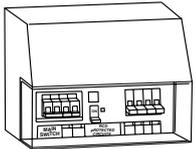
• Gas (smell, leak or fumes)

- Call the **Scottish Gas Networks immediately on 0800 111999**. Use a phone **outside your home**; using even a mobile inside could spark an explosion.
- Turn off the gas and open windows. Turn the handle at the meter to the flat (horizontal) position.
- Don't smoke or switch anything electrical on or off until the problem is fixed.
- Write down where to find your mains gas tap



• Smoke, fumes or your smoke detector alarm sounds

- If you can smell or see smoke call 999 or 112 immediately.
- If there is no sign of smoke or fire, check whether the alarm has been set off by something else. See **Handy hints** on page 51.



consumer unit

• Electricity

- Turn the mains switch on the consumer unit (fuse box) to OFF. If you have a power cut, call the emergency number given in your phone book. Write it down here
- Write down where to find your consumer unit



• Water

- Turn the mains stopcock to the right (clockwise). If you have no water supply to the property, phone Scottish Water Emergency 24 hours 0800 0778 778.
- Write down where to find your mains water stopcock

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• Self-service portal

Fill in a form on our website www.aberdeencity.gov.uk/housingrepairs
(Please do not use the website form for emergency or high priority repairs.)

• Phone us 03000 200 292 *

- Our office hours are Monday to Friday 9am to 5pm. Outside these hours, please call the same number but for **emergency repairs only**. (03000 numbers are free to call if you have 'free minutes' included in your mobile call plan. Calls from BT landlines will be charged at the local call rate.)
- Minicom line (Monday to Friday 9am to 5pm).....01224 522381

* For problems with gas appliances provided by the Council, such as gas central heating, hot water or other boiler issues, including a leaking heating system, please call **Gas Call** on 01224 937788 (open 24 hours, 7 days a week).

Home contents insurance

We *strongly* advise you to have home contents insurance. This covers you against damage to your personal items, carpets, furniture and other contents and decorations, including fire or flood damage and any damage caused to your neighbours home by something that happened in your home. It also covers certain items stolen in a break-in and any accidental damage to your home which may need repairing.

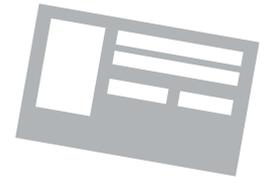
You are free to find your own insurance but we can give you a leaflet about an insurance scheme which Aberdeen City Council recommends. You can pay for it every week at the same time as your rent.

Warning - check identity cards!

Before you let anyone into your home, you should check their identity card carefully. If they say they have come on behalf of Aberdeen City Council and you are not expecting them, please feel free to phone us to check that they are genuine.

If you are not sure, make sure they stay outside and phone our repairs line. See page 3 for the phone number.

When in doubt, keep them out!



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Reporting repairs

You must contact us to report a repair, as we are a response-based repairs service and can only attend once the repair is reported.

When you report the repair to us, please let us know:

- your name and address, and contact phone numbers
- when you are usually at home
- details of what needs repairing and if you have reported it before
- if there's anything we should know, such as you are hard of hearing, or you take time getting to your door
- if you are reporting your repair on-line, you need to give your unique tenant reference number (this is written on your rent card).

Appointment times

- Morning 8am to 12 noon.
- Afternoon 12 noon to 6pm.
- All Day 8am to 6pm.
- School Run 9.30am to 2.30pm.

The repair is recorded. We will:

- check whether the repair is our responsibility
- put the details of your repair onto our computer system
- tell you when it will be done
- arrange an inspection to see what needs doing, if this is necessary.



We will arrange the repair

- If it is an emergency, we will ask you to stay at home until a repair worker arrives.
- For Urgent, High, Non-Emergency and Routine repairs, we will offer you a suitable appointment slot. See **Appointment times** opposite. We will arrange this when you contact us or we will phone you back with a suggested date.

When you report a repair

- Please, give a clear and accurate description of your repair and do not make it sound more urgent than it is.
- If we call out a repair worker to an emergency and we find it is not a true emergency, we may charge you for the cost of the call-out. See **How long it takes** on page 13 for an explanation of what an emergency is.
- Make sure you let us know as soon as possible if you know you cannot keep to an agreed appointment. If you are not at home when a repair worker comes to do an emergency or high priority repair, we will cancel your repair and you will have to report the repair again. If it is an urgent or routine repair, they will leave a card asking you to phone and arrange another date.
- Repair workers' work from 8am to 6pm Monday to Friday. At all other times and on public holidays, we will only send out a repair worker if it is an emergency.

When work's going to be done in your home

- We'll tell you if you need to move or cover any furniture, or if you need to lift any floor covering (carpets, laminate). You should do this before the repair worker arrives, but let us know if you are having problems sorting this out.
- A responsible adult (someone over 16 years old) must be at home all the time. If you have to go out they will have to stop work and leave as well.
- If a repair worker is running late, we will try to phone you to let you know.
- Please provide a smoke-free environment for repair workers. They can refuse to work if you are smoking where they are working.
- Please make sure that the repair workers can get on with their work safely. Keep your children out of the way and your pets under control. Repair workers can refuse to work if they feel that their health or safety, or yours, is at risk.

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What we look after

Your home. We repair and look after the structure and outside parts of the property you live in, such as gutters and roof tiles. We also look after water pipes inside and up to the boundary of your home, the gas pipes, wiring, heating and hot water systems, drainage, power and light fittings, and most items that we have put into your home. You are responsible for looking after all other items. See **What you must do** on page 9.

Your garden. We look after all fences, walls and gates that we own. We also look after the main paths that give access to the front and back of your home, any other areas that are paved, and any outhouses or garages we have provided with your home.

Safety - we are all responsible

We must do a gas safety check in your home once a year. This includes testing any carbon monoxide detector you have.

We do this check when we service the boiler. You must, by law, let us into your home to do it. If you do not allow us in we will force entry, and you will have to pay for this.

You should test any smoke detector or carbon monoxide detector in your home at least once a month. Also, replace the battery in your smoke detector when it gets low. See **Handy hints** on page 51. We will do this for elderly tenants if they need help.

You must make sure that air vents don't get blocked.

What repairs and maintenance is done by the Council?

We look after the outside of your home, the structure and any fittings and appliances we've put in. See **What we look after** on page 7. Also, we must do a gas safety check in your home once a year. This work is done by specialist gas repair workers. You must make sure that **your own** gas appliances are serviced once a year.



What if I can't do the repairs I am responsible for?

You're responsible for the inside of your home. See **What you must do** on page 9. If you don't want to do the tasks yourself, it is up to you to arrange to get them done. If you cannot do this and you have no-one who can help, we may put you in touch with services and organisations that can help.

Do I have to pay for any repairs?

If damage in your home is caused by you or someone in your home, we expect you to arrange and pay to get it repaired properly. If we have to do the repair to make you and your family safe, you'll have to pay us for this. See **Damage and costs** on page 9.

Who does repairs to shared areas?

We are responsible for repairs to shared areas of buildings where all or most of the homes are lived in by our tenants. If some of the homes are privately owned, we will usually consult with the owners before we carry out the work. This is because they must share the cost of the work. If you are a tenant in a block where most of the homes are privately owned, you should contact us and tell us about the problem but the private owners must organise any repairs needed in the shared area. We will take action if the private owners have not done this and we think any of our tenants are at risk.

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What you must do

You are responsible for:

- allowing our staff and repair workers into your home to do repairs, safety checks and inspections
- telling us as soon as you notice a repair is needed, and trying to stop it getting worse
- fitting wastes, pipework and vents for washing machines, dishwashers and tumble driers, if these are not already provided
- repairing your own appliances or fixtures, and any changes you have made to your home (you must get our permission before making changes)
- taking action to prevent condensation
- trying to prevent pipes or drains from becoming blocked or freezing.

Damage and costs

If you or anyone in your home (including children, visitors or pets) cause damage to your home, we expect you to get it repaired to a reasonable standard. We can do this work for you but you will have to pay us the full cost of the repair.

If we have to do the repair to make sure you and your family are safe, you will still have to pay us for the cost of the repair. You may be able to claim back these costs on your home contents insurance. See **Home contents insurance** on page 4.

Where damage is caused by criminal behaviour, we will look at the circumstances surrounding the cause of the damage and decide whether the cost of the repair is recharged to you. You need to let the police know and get a crime incident number but we will investigate and make a decision about charging you for the repair, just because you have a crime incident number does not mean that you will not be charged.

Responsibility for repairs

Certain repairs are the Council's responsibility, while other are the tenant's. These responsibilities are detailed below. **Key: Council ● Tenant ●**

We are not held responsible for repairing damage caused wilfully, accidentally, or negligently by you, anyone living with you, or an invited visitor to your house. If we decide to carry out the work, you must pay us for the (full) cost of the repair.

Doors

- External doors, including handles, locks, glass (unless damaged by tenant).. ●
- Internal doors, including handles, locks, glass (unless damaged or installed by tenant) ●
- Keys (lost, broken, or when you get locked out, will be recharged)..... ●
- Door bell - hard wired (installed by the Council) ●
- Draught excluders and draught strips to external doors only..... ●

Windows

- Catches on windows, including double-glazed units (unless damaged by tenant)..... ●
- Window cills..... ●
- Window ironmongery (locks, handles, hinges etc)..... ●
- Window frames (wooden and upvc) .. ●
- Glass in windows, including double-glazed units. See **Damage and Costs** on page 9 ●

Structure

- Ceilings and walls..... ●
- Floors (not carpets, vinyl or other floor coverings)..... ●
- External woodwork ●
- Roughcast to external walls..... ●
- Internal staircases ●
- Entrance steps..... ●
- Roof structure and covering ●

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Electrical

Communal TV - aerial system	●
Immersion heater.....	●
Light fittings installed by the Council..	●
Extractor fans	●
Smoke detectors.....	●
Carbon monoxide detectors	●
Power sockets	●
Light switches.....	●
Light pendants	●
Communal hall and stair lighting	●
Wiring and circuits, including consumer unit but not meter.....	●
Individual TV aerial and aerial outlets.....	●
Electric fires (installed by tenant).....	●
Plugs and fuses	●
Fluorescent light tubes	●
Outside lights to front and rear (installed by the Council)	●

Kitchen

Cooker (gas or electric)	●
Cooker socket.....	●
Kitchen units.....	●
Sink bowl and drainer	●

Bathroom

Bath	●
Shower unit (installed by Council)	●
Shower unit (installed by tenant)	●
Shower curtain.....	●
Toilet pan and cistern.....	●
Toilet seat	●
Wash hand basin.....	●

Central heating

Chimney and flue (the structure)	●
Coal bunker	●
All electric central heating systems (installed by the Council)	●
All gas fired central heating systems (installed by the Council)	●
All solid fuel central heating systems, open fires (installed by Council)	●
Chimney sweep.....	●
Heating systems installed by tenant if problem occurs during first 12 months from the date of installation	●
Heating systems installed by tenant if problem occurs after 12 months from the date of installation	●
Fire fronts, fire grates, ash pans (not part of heating system).....	●

Plumbing

- Blocked drains, externally (if caused by tenant misuse, the repair will be recharged - see page 22)●
- Blocked drains, internally (if caused by tenant misuse, the repair will be recharged - see page 22). Also see **Advice** on page 18●
- Domestic cold water supply and storage tank.....●
- Hot water supply and storage tank...●
- Rainwater pipes and gutters.....●
- Sink plugs and chains.....●
- Blocked sink (if caused by tenant, will be recharged). Also see **Advice** on page 18.....●
- Blocked toilet (if caused by tenant, will be recharged). Also see **Advice** on page 18.....●
- Fitting of wastes, pipes and vents for washing machines, dishwashers and tumble driers.....●

Miscellaneous

- Clothes poles and rotary driers.....●
- Clothes lines and cords●
- Fencing (installed by the Council)●
- Minor pest infection●
- Pest infestation (not isolated occurrences)●
- Paths (installed by the Council).....●
- Driveways●
- Decoration●
- TV aerials (unless communal) and fit TV socket.....●
- Tenants sheds, garages and fences.....●
- Removal and replacement of white goods, furnishings, floor coverings etc. to allow repairs.....●
- Flooring (where it is provided as part of a modernisation or improvement programme; i.e. new kitchen or bathroom)●

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How long it takes

When you tell us about your repair, we will discuss it with you and then tell you how soon we will do the repair. The time will be taken from when you contact us.

- **Emergency. We will respond within 4 hours.** This is for repairs that threaten people's safety or have the potential to cause significant damage to the building, for example a gas leak, severe water leak, total failure of a central heating system, structural faults to roofs or walls. This includes work to make the property secure or prevent further damage.
- **Urgent. Completed within 24 hours.** This is to stop serious inconvenience or discomfort if not attended by the next working day, for example a blocked or leaking basin or waste pipe.
- **High. Completed within 3 working days.** This is where there may be an inconvenience but little possibility of further damage, for example partial loss of electric power, partial loss of water supply or unsafe timber flooring or stair treads or security entry system failure.
- **Non-emergency. Completed within 5 working days.** This is for work where any fixtures or fittings are damaged or broken, for example a dripping tap.
- **Routine. Completed within 10 working days.** This is where there is no serious inconvenience, for example a squeaky floorboard.
- **Planned. Completed within 24 working days.** This is for repairs that have been inspected and are complex, needing more time to complete.
- **Planned. Completed within 90 working days.** This is for repairs that have been inspected and need materials to be ordered.

How soon will the work be done?

When you report a repair, we will assess the problem and put it into a response category. See **Emergency, Urgent, High, Non-emergency,** and **Routine** on page 13. If follow-up work is needed, we will do this as soon as possible. For Urgent, High, Non-Emergency and Routine repairs we will offer you a suitable appointment date and time. We will arrange this with you when you contact us or we will phone you back with a suggested date and time.



Can I change or cancel an appointment?

Yes. If you cannot keep to an agreed appointment or if a repair is no longer needed, please contact us as soon as possible. If no-one is at home when a repair worker comes to do an emergency or urgent repair, we will cancel the repair and you will have to report the problem to us again. For any other type of repair we will leave a card asking you to contact us and arrange another appointment.

What if the work is not done on time?

If a repair worker does not come within the response time or keep to an agreed appointment, please contact us immediately. Under the Right to Repair regulations, you have the right to have certain repairs done within set time limits. These are called **qualifying repairs**. If we do not complete a qualifying repair within the correct time, you have the right to ask an approved alternative contractor to do the work. See **Right to repair** on page 55 for details.

How long it takes

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Our code of behaviour

Our staff will:

- answer calls promptly
- be polite, honest and helpful.

Anyone working in your home will:

- treat you with respect and always behave in a professional way
- say who they are and show you their identity card before coming in
- explain what they are going to do and discuss how this will affect you
- protect things in your home from damage, dust and paint
- be dressed correctly for their work
- make sure materials and tools do not cause danger to anyone
- let you know how the work is going
- clear rubbish from your home and put electricity, water and gas back on at the end of the day
- close doors and gates when they leave
- explain how any new fittings work.

Repair workers are not allowed to:

- smoke or play radios in or around your home
- make or receive personal phone calls during their work time
- be in your home with children under 16 if there is no adult there
- receive money, services or gifts from tenants
- keep keys to your home
- take their lunch break in your home
- use offensive language.

Also, they must ask you if they can:

- use your phone
- use your toilet
- go into other rooms in your home
- use your electricity.

Let's be considerate. We expect you and members of your household to be respectful towards our staff and repair workers.

What kind of standard of service do you give?

We'll respond to repair problems in an efficient and helpful way. Most repairs are done by repair workers directly employed by Aberdeen City Council, although we sometimes use specialist repair workers, for example for heating repairs and servicing.

Anyone working in or around your home must follow our code of behaviour. See **Our code of behaviour** on page 15. In return, we expect you and members of your household to be considerate and respectful towards our staff, repair workers and contractors.



Do you check up on the quality of the work?

Our staff phone a selection of tenants who have had repairs carried out recently to ask them what they thought of our service.

We also carry out regular checks to make sure that repair workers work to a high standard. This is done by choosing some completed repairs and visiting those properties to look at the work.

Tenant groups also carry out surveys from time to time to find out what tenants think of our service. These are usually phone interviews with selected tenants who have had repairs done within the past six months.

What if I'm not happy with the work?

Please contact us straight away if you're not happy with any part of our service. We will try to sort out the problem as soon as possible. Then, if you are still not happy and want to complain, please ask us for our complaints leaflet. This explains what you should do and what will happen next.

If damage was caused by repair workers while they are working in your home, please contact us about it.

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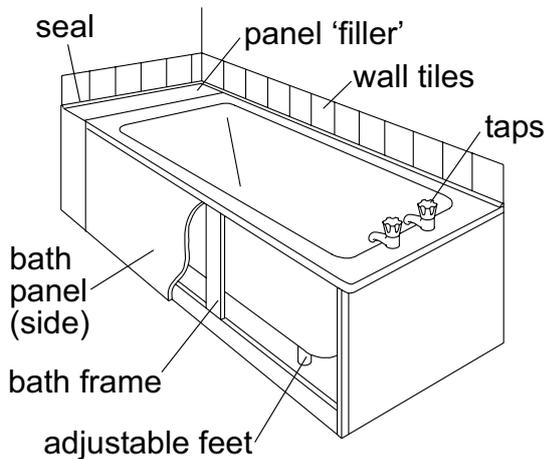
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Baths, basins

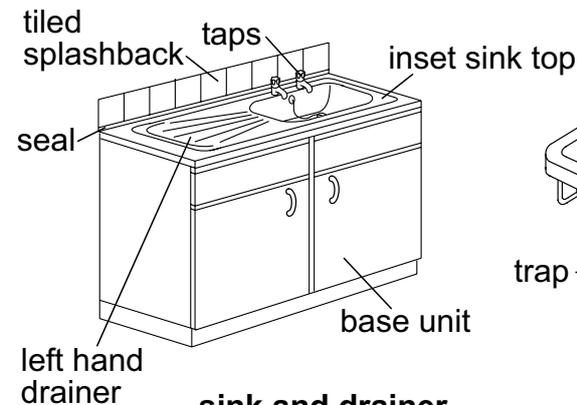
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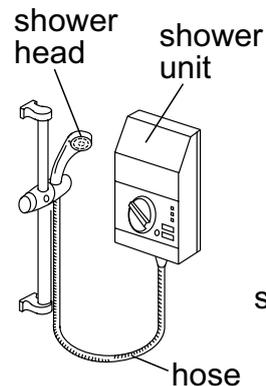
Baths, basins and showers



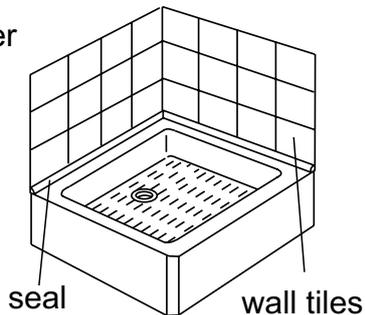
bath



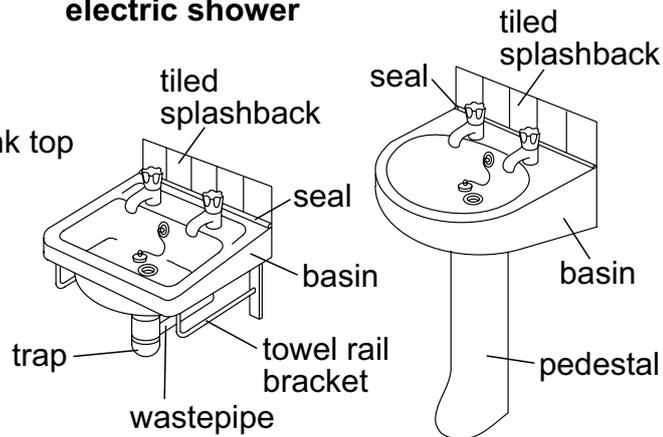
sink and drainer



electric shower



shower tray



wash hand basins

What you must do

- Try to clear blocked baths, basins, sinks and showers.
- Replace shower curtains.
- Get new plugs and chains for baths, basins and sinks.
- Clean all wastepipes, traps and drains regularly to stop them blocking up.
- Repair any items you have put in yourself, for example a shower or extra tiles.



Advice

- For water leaks or tap problems, see **Pipes, taps and water** on page 35 and **Drains and wastes** on page 21.
- If you have a blocked wastepipe, you must try to clear it yourself before you call us. See **Handy hints** on page 45. We will charge you for clearing blockages caused by items such as nappies, air fresheners, condoms, toys, oil, cooking fat, tampons, wipes, medical dressings, hair etc.
- If you, a member of your family, a visitor or a pet cause damage and we have to repair it, you will have to pay for the cost of the repair.
- If we need to put in new fittings or tiles which are part of a coloured set, we will try to match the colour but if we can't, we will provide it in white.

We need to know

- **What the problem is, for example:** basin loose or broken; wastepipe leaking or blocked; wall tiles cracked or broken?
- **If a panel,** is it at the side or the end? Is it made of plastic or plywood?
- **If a bath,** is it plastic or metal? What colour is it?
- **If a sink top,** is the sink set into the worktop or does it cover the whole unit?
- **If tiles,** what shape, size and colour are they? How many are affected?

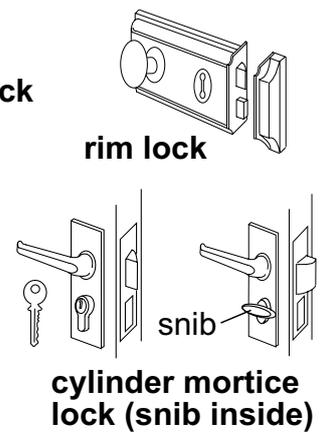
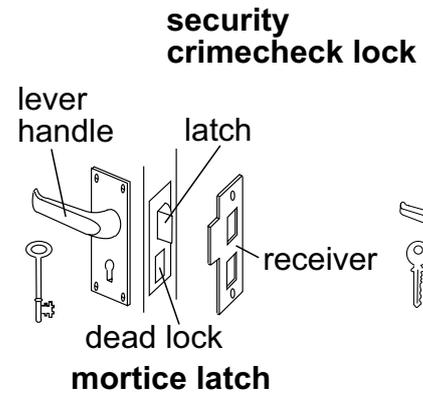
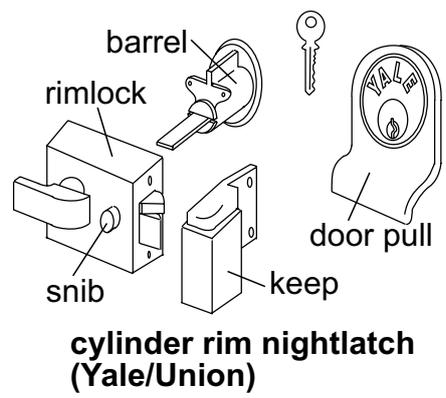
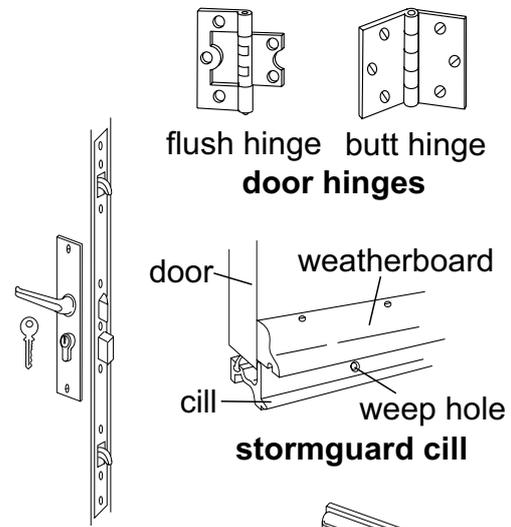
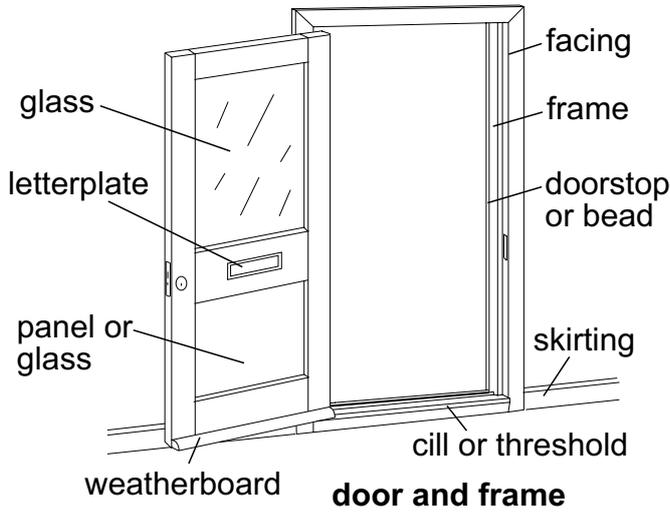
Baths, basins and showers

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Doors and locks



What you must do

- Get new keys or put on new locks when keys are lost or broken, or when you get locked out (we can do this for you but you must pay).
- Tighten up loose handles and hinges.
- Fit or renew door bells (except in amenity or sheltered housing).
- Fit chains, spyholes or extra locks.
- Adjust doors, for example when you put down new carpets or flooring.
- Put in new glass if it is cracked or broken (we can do this but you must pay).



Advice

- See **Damage and costs** on page 9.

We need to know

- **What the problem is, for example:** lock stiff; lock broken; door sticking, not closing properly or damaged; door-entry system not working?
- **Which door is it:** front, back or side? Is it a shared entrance? What type of lock or latch has it got? **Can you still lock the door?**
- **What is it made of:** wood, metal or plastic (upvc)?
- **What type of lock is it:** mortice, cylinder mortice, rim lock, security crimecheck lock or cylinder rim nightlatch (Yale or Union)?
- **If glass, what type is it:** plain, frosted or wired? Is it double glazed?
- **If a door-entry system:** is the problem in your flat or at the main entrance?



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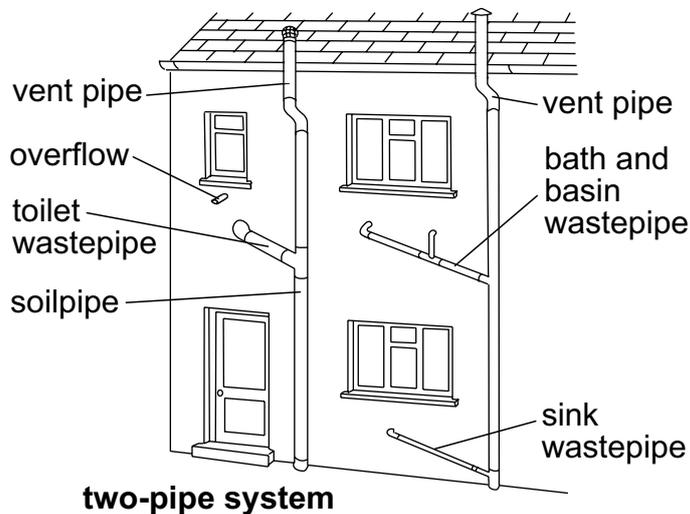
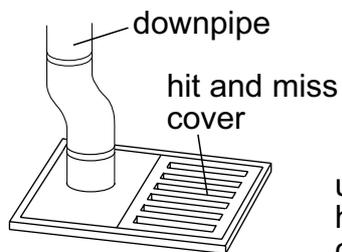
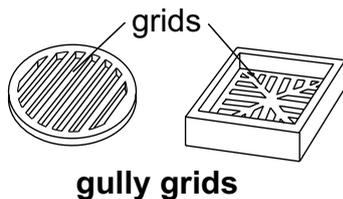
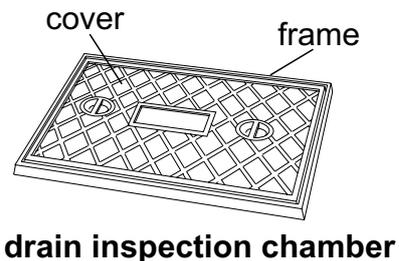
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Drains and wastes



What you must do

- Clean wastepipes and drains regularly to stop them getting blocked.
- Keep gully grids clean and clear of leaves and rubbish.
- Try to clear blocked baths, basins, sinks, toilets or showers.
- Clear blockages or repair leaks from washing machines or dishwashers.



Advice

- If you have a blocked wastepipe, you must try to clear it yourself before you call us. See **Handy hints** on page 45. Also see page 40, as it gives a list of reasons a the sink or toilet may be blocked.
- A blocked toilet is **only** an emergency repair if you have no other toilet.
- Keep your wastepipes and drains clear by flushing them regularly with hot water. See **Handy hints** on page 45.
- We will charge you for clearing blockages caused by items such as nappies, air fresheners, condoms, toys, oil, cooking fat, tampons, wipes, medical dressings, hair etc. See **Damage and costs** on page 9.

We need to know

- **What the problem is, for example:** wastepipe or trap blocked or leaking; drain smelling or blocked; gully blocked or grid missing?
- **If a wastepipe, which is it:** bath, basin, sink, shower or toilet?
- **If a wastepipe is blocked:** is more than one fitting blocked, or if you live in a flat, are any other flats affected?
- **If the drain is blocked,** is it overflowing?
- **If a gully grid,** is it round or square? What is it made of: metal, plastic or clay?



Drains and wastes

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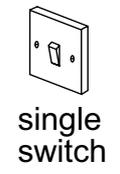
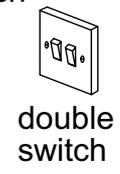
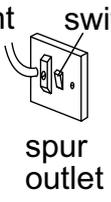
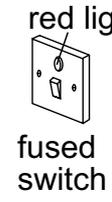
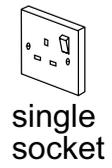
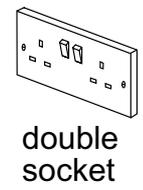
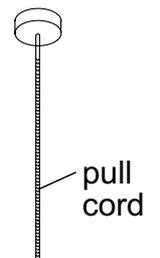
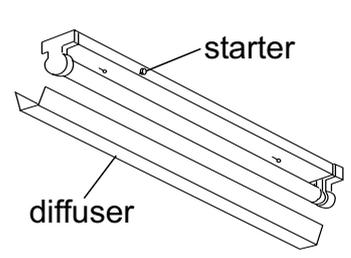
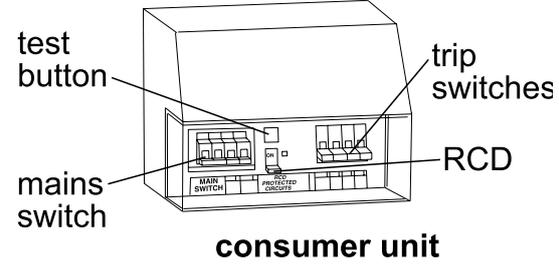
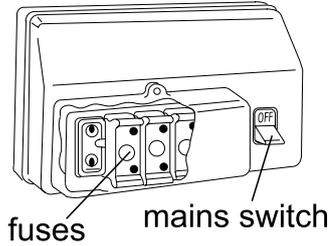
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Electrics



sockets

switches

What you must do

- Reset trip switches and, if necessary, turn off the mains supply at the consumer unit or fuse box. See **Handy hints** on page 47.
- Put in new light bulbs, fluorescent tubes and starters (except ones with closed covers) and TV aerial sockets.
- Test and clean smoke detectors regularly and replace the batteries if they get low. See **Handy hints** on page 51.
- Test carbon monoxide detectors regularly.



Advice

- **Don't touch** bare wires and **don't touch** sockets or switches with wet hands. If water is leaking onto electrical fittings or a fitting is dangerous, **don't use it or touch any switches** connected to them. **Contact us.**
- Make sure that you know where the trip switches are in your home and understand how to put them on and off. See **Handy hints** on page 47.
- Don't remove, change or add any electrical fittings without our permission.
- If you damage electrical fittings or call us out when you have not put enough credit in your meter, we will charge you for the call-out and the repair.

We need to know

- **What the problem is, for example:** no lights or power; light or light switch not working; socket loose or broken?
- **What type of fitting or socket is it?**
- **Are other homes in your block or nearby buildings affected?**
- **Has it caused any other problems?**



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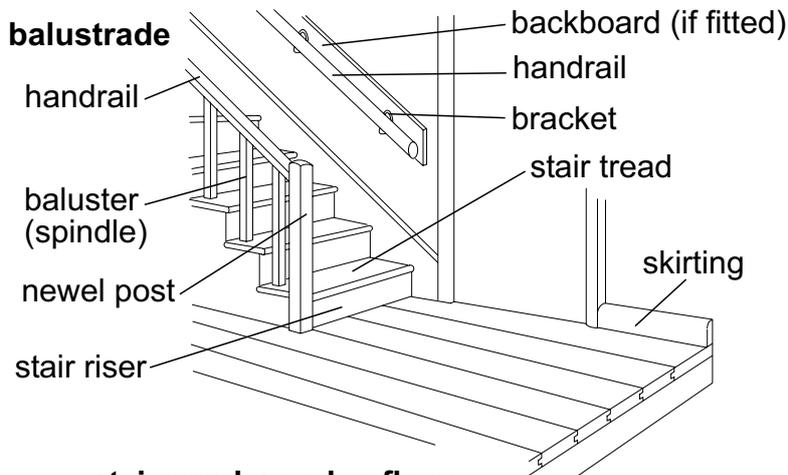
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Floors, stairs

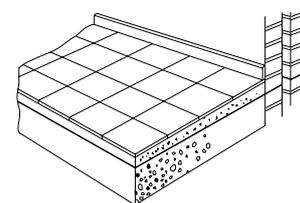
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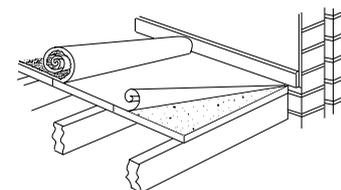
Floors and stairs



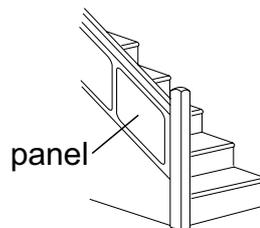
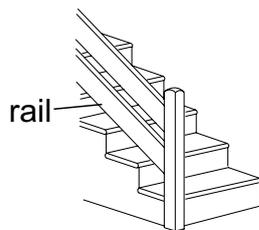
stairs and wooden floor



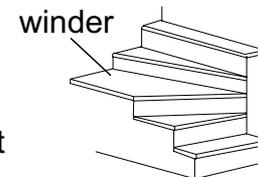
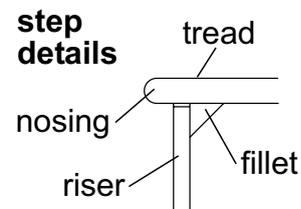
solid floor (concrete)



floor (chipboard)



types of stairs



What you must do

- Look after any floor covering you put down or was left by a previous tenant, including laminate.
- Take up and put back down your own floor coverings if this is necessary for us to do a repair.



Advice

- Our repair workers will put down dust sheets to protect your furniture and carpets when they work.
- If we tell you that you need to lift your floor covering (including laminate), you must do this before the repair worker arrives and put it back when the work is done. If you have difficulty arranging this, let us know.
- See **Damage and costs** on page 9.

We need to know

- **What the problem is, for example:** floorboard or skirting loose or damaged; tread or riser broken; handrail loose or broken; floor covering lifting or damaged?
- **What is the floor made of:** floorboards, chipboard, Tabopan panelling, or concrete?
- **What type of floor covering is it, for example:** quarry tiles (what colour?), vinyl tiles or sheeting, or slip-resistant flooring? **Is it in a communal area?**
- **How many boards, panels or tiles are affected?**
- **If it is stair nosing,** is it on shared stairs? If so, is it metal or plastic?



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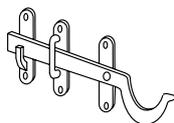
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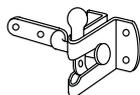
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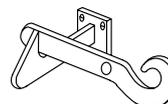
Garden area



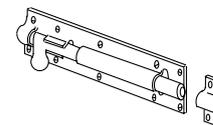
hand latch



automatic latch

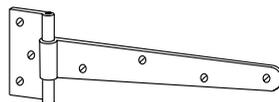


sneck

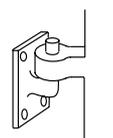


barrel bolt

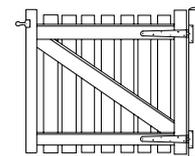
gate catches



'T' hinge



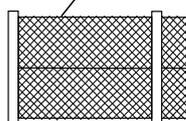
hook hinge



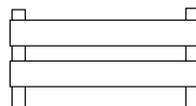
wooden gate

hinges

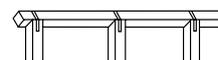
straining wire



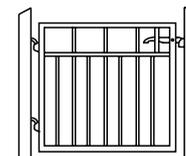
chain link



ranch style

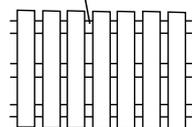


knee rail

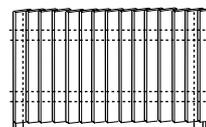


metal gate

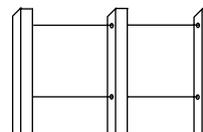
arris rail



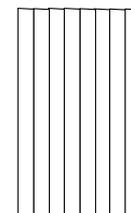
palisade



close boarded



post and wire



privacy panel

What you must do

- Look after any general garden paths (we look after the ones that give access to the front and back of your house), unless they are in shared areas.
- Look after any sheds, driveway, pond or other garden features, and satellite dishes you have put up, or which have been left in your garden.
- Look after any fences not put up by us.
- Put up new clothes lines, unless in a shared area.



Advice

- Where damage is caused by criminal behaviour, we will look at the circumstances surrounding the cause of the damage and decide whether the cost of the repair is recharged to you. You need to let the police know and get a crime incident number but we will investigate and make a decision about charging you for the repair, just because you have a crime incident number does not mean that you will not be charged.
- Don't grow shrubs or climbing plants near or against the walls of your home. These can damage the brickwork and cause damp.

We need to know

- **What the problem is, for example:** fence loose or broken; gate sticking; gate catch missing; path uneven or cracked?
- **If a fence, what type is it, for example:** close boarded, chain link, post and wire or other type? **How much is affected?**
- **If a gate:** is it wooden or metal?
- **If a post:** is it wooden, metal or concrete?
- **If a path, which path is it? What is it made of, for example:** slabs, concrete, tarmac, blocks or chips?



Garden area

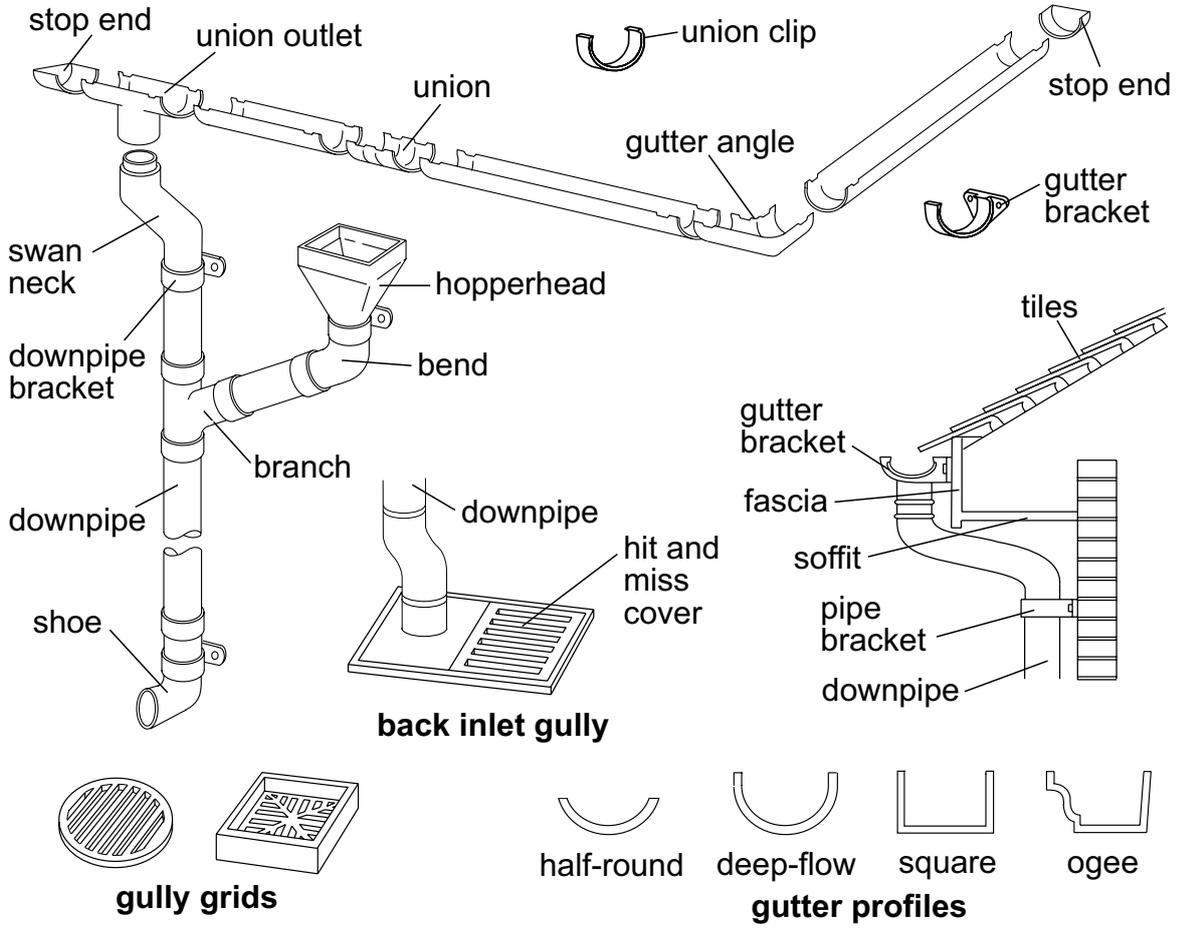
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Gutters



What you must do

- Keep gully grids clean and clear of leaves and rubbish.



Advice

- We need to put up scaffolding for some types of repairs. You may need to move sheds, plant pots, satellite dishes and so on.
- In bad weather repair workers cannot work at height, for example on ladders, scaffolding or on the roof. This is for their own safety.
- See **Damage and costs** on page 9.

We need to know

- **What the problem is, for example:** gutter or downpipe loose, leaking or blocked; bracket, joint or shoe loose or broken?
- **Which gutter or downpipe is it:** front, back or side?
- **What is the gutter or downpipe made of:** metal or plastic?
- **What shape is the gutter:** half-round, deep-flow, ogee or square? **What colour is it?**
- **If a gully grid:** is it round or square? **What is it made of:** metal, plastic or clay?
- **How many storeys high is the building?**
- **How easily can we get access to the gutter or downpipe?** Are there any obstructions (shrubs, sheds and so on) and if it is at the back of the building, how do we get access?
- **Has it caused any other problems? Are any other properties affected?**



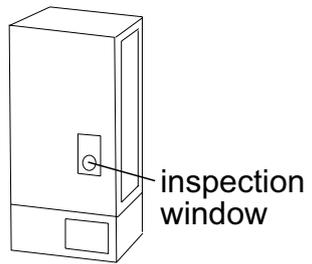
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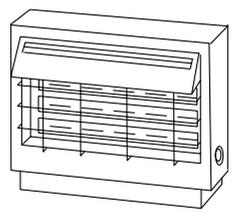
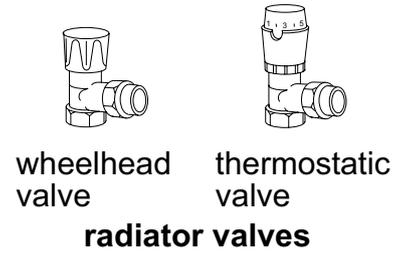
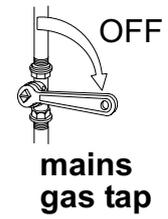
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Heating



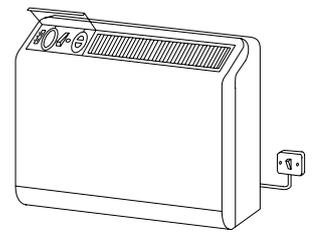
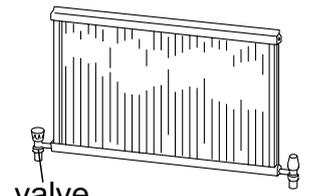
wall-mounted central heating boiler (gas or electric)



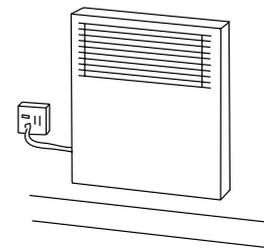
gas fire



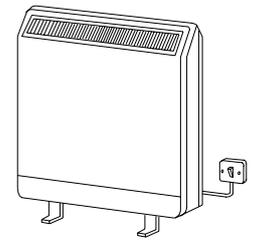
wall-mounted fan heater



storage/convector heater



panel heater



storage heater

What you must do

- If you smell gas contact **Scottish Gas Networks** immediately on **0800 111999**. See **Emergencies** on page 2.
- Take action to prevent condensation by keeping your home properly heated and letting in fresh air. See **Handy hints** on page 49.
- Take action to prevent pipes from freezing or bursting in cold weather. See **Handy hints** on page 53.
- Getting your own appliances repaired and serviced by qualified engineers.



Advice

- We respond to heating breakdowns on the day you call. If the heating is not working in winter we will give you a heater to use until we get your heating working again, unless you have other heating you can use.
- If a radiator is leaking or loose because you have been decorating or have damaged it, you will be charged for repairing it.

We need to know

- **What the problem is, for example:** central heating not working; no hot water; radiator leaking or not getting warm; fire or heater not working?
- **What type of system is it:** gas, electric or solid fuel? Does it have a boiler? If electric, is it a storage, convector, panel or a fan heater?
- **Have you any other form of heating or hot water heating, for example:** an electric immersion heater, solar panel system?
- **If a radiator:** is it warm at the bottom and cold at the top?
- **Has your heating system been put in during the past 12 months?**



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Kitchen fittings

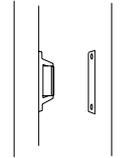
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Kitchen fittings



door knob



magnetic catch



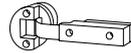
ball catch



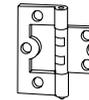
roller catch



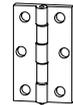
'D' handle



concealed hinge

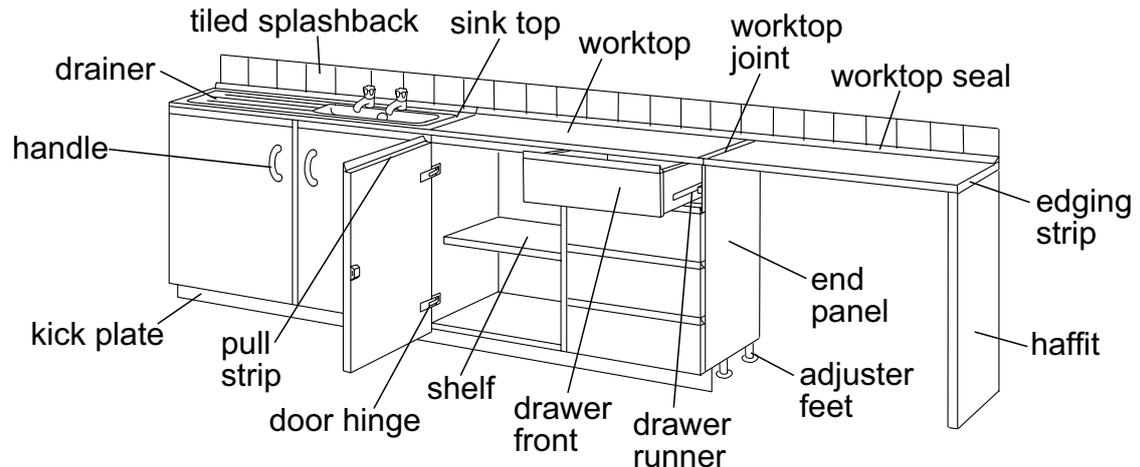


flush hinge



butt hinge

hinges



What you must do

- Put in your own washing machine, dishwasher or tumble drier, including the wastes, supply pipes and vents if they're not already there. See **Advice** below.
- Clear any blockages in your washing machine or dishwasher.
- Repair any extra kitchen units you've put in.
- Tighten up loose handles and hinges on kitchen units.
- Arrange repair of your appliances or fittings, at your own cost.



Advice

- If we have to put in new units or parts of a unit, such as the worktop, drawer or door, we'll try to match the colour, but this is often not possible.
- If you put in a dishwasher or tumble drier, you must look after any water supply, waste or vent connections that you have fitted to them.
- See **Damage and costs** on page 9.

We need to know

- **What the problem is, for example:** wall or floor unit loose or damaged; worktop loose or broken; cupboard door or drawer damaged; cupboard hinge or catch broken?
- **What type of unit is it:** wall or floor? Is it a tall unit or a corner unit? Is it a single or a double unit?
- **If wall tiles, what shape, size and colour are they?** How many are affected?
- **If a door catch,** what type is it?



Kitchen fittings

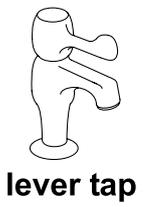
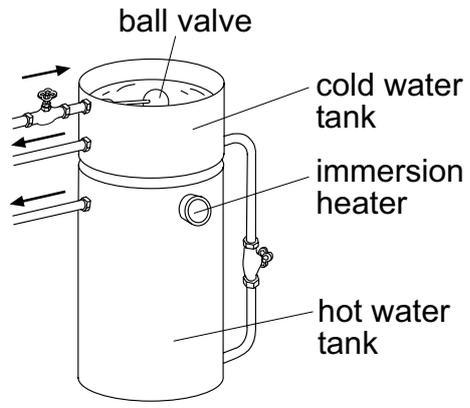
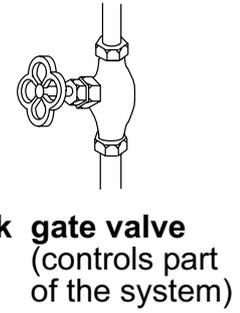
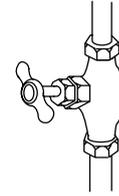
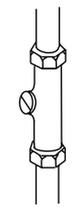
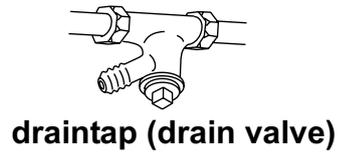
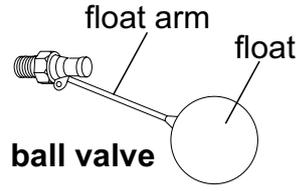
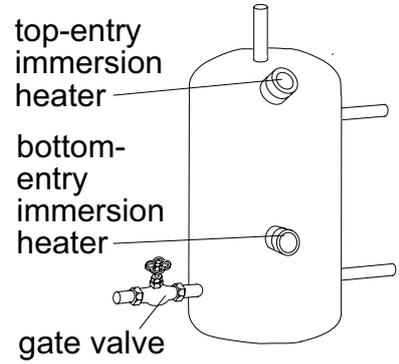
Pipes, taps and water

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pillar taps

What you must do

- Try to make sure pipes don't freeze or burst in cold weather, particularly if you are away from home. See **Advice** below.
- Fit waste supply pipework for your dishwasher, if not already there.



Advice

- You should know where the stopcock is so that you can turn the water off in an emergency. We suggest you write this down on page 2.
- If water is leaking onto electrical fittings, don't touch them. Switch off the electricity at the consumer unit (or fuse box). See **Handy hints** on page 47.
- If water leaks from your washing machine or dishwasher, we will charge you for repairing the damage. See **Home contents insurance** on page 4.
- If there is a water shutdown, check all your taps are turned off and take out all plugs so there is no flooding when the water comes back on.
- If you're away from home for a while during cold weather, keep your heating on low or drain down the water and heating system completely. This will prevent water freezing in pipes. If you need advice, please contact us.

We need to know

- **What the problem is, for example:** no water; hot water running cold or not getting hot; pipe leaking or burst; overflow running; tap dripping or faulty?
- **If water is leaking into your property:** is it coming from the flat above? What is the address? **Has it caused any other problems?**
- **If there is no water:** do your neighbours have water or not?
- **If a tap,** what type is it? Is it the hot or cold tap?



Pipes, taps, water

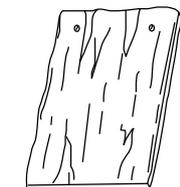
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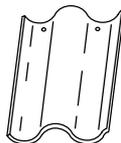
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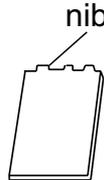
Roofs



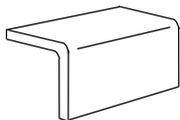
natural slate



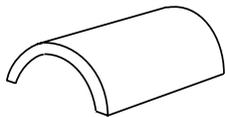
interlocking tile



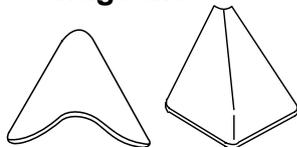
plain tile



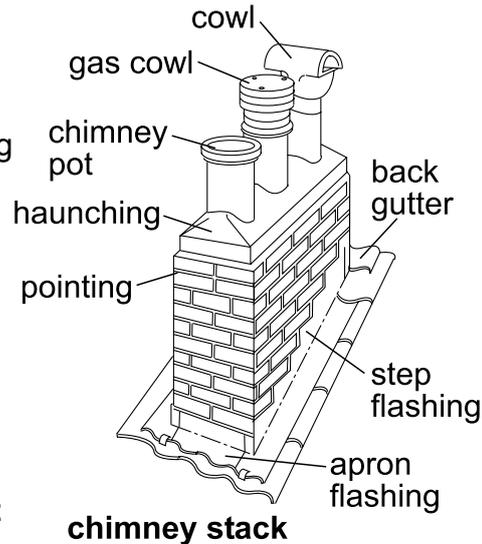
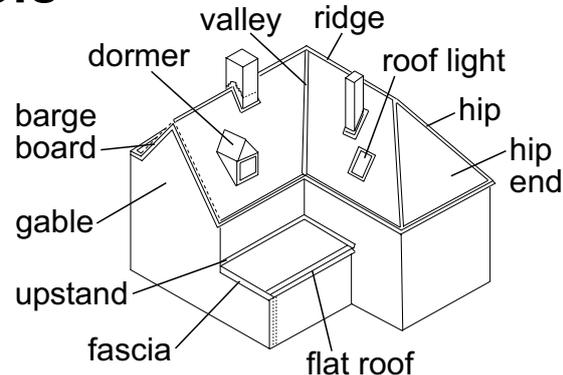
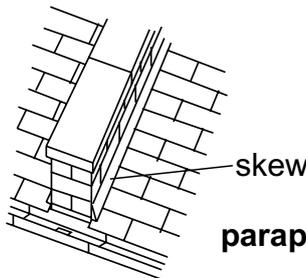
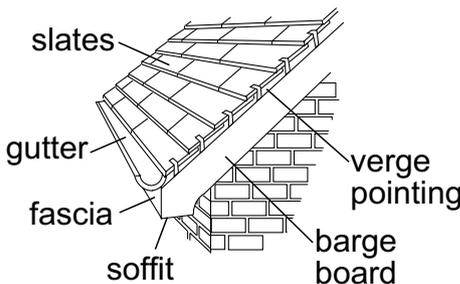
cloaked verge tile



half round ridge tile



parapet



What you must do

- Look after any aerial or satellite dish you put up. See **Advice** below.
- Put up and take down TV aerials and satellite dishes, unless it's a shared aerial provided by us.



Advice

- We may need to put up scaffolding. If so, you may need to move sheds, plant pots and so on. In bad weather conditions repair workers cannot work at height, for example on ladders or scaffolding. This is for their own safety.
- If electrical fittings are getting wet because the roof is leaking, don't use any switches connected to them and contact us straight away.
- If you want to put up or take down an aerial or satellite dish you need to get the Council's permission in writing first.

We need to know

- **What the problem is, for example:** roof leaking; tiles or slates loose or broken; chimney pot fallen or loose; chimney stack crumbling? (We only expect you to describe what you can see from the ground.)
- **What type of roof covering is it, for example:** slate, tiles, corrugated sheeting, flat felting?
- **If tiles, what type are they, for example:** flat, ridge, interlocking, hip or verge? **What colour are they? How many are affected?**
- **How many storeys high is the property?**
- **Is the chimney shared with another property? What is the address?**



Roofs

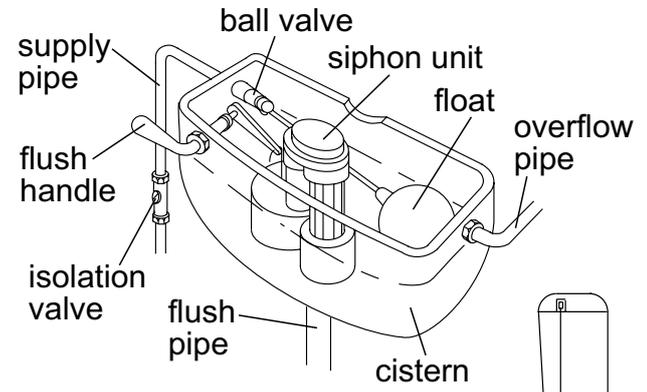
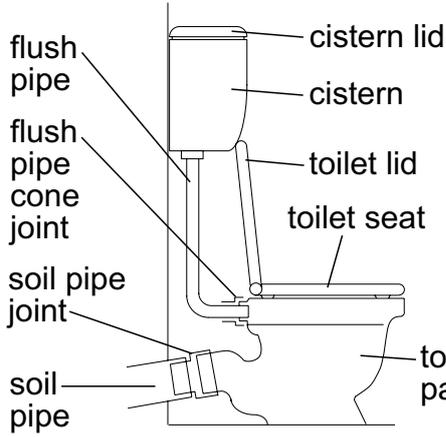
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Toilets



toilet cistern

dual-flush knob



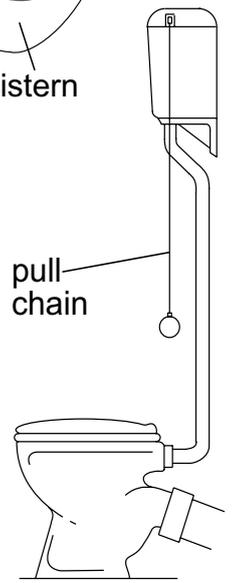
close-coupled



flush panel



standard



high-level cistern

low-level cisterns

What you must do

- Try to clear blocked toilets. See **Handy hints** on page 45.



Advice

- A blocked toilet is **only** an emergency repair if you have no other toilet.
- If your cistern doesn't flush, this is not an emergency. You should pour water into it from a bucket until it's fixed.
- We will charge you for clearing blockages caused by items such as nappies, air fresheners, condoms, toys, oil, cooking fat, tampons, wipes, medical dressings, hair etc. See **Damage and costs** on page 9.
- Please clean and clear your toilet regularly using cleaning products. Always follow the instructions carefully.
- If we put in a new toilet which is part of a matching coloured set, we will try to match the colour but if we can't, we will provide it in white.

We need to know

- **What the problem is, for example:** toilet blocked; overflow running; cistern leaking; pan cracked or leaking; flush handle or chain broken?
- **What type of cistern is it:** high-level or low-level? If low-level, is it a flush panel, close-coupled or standard type? **Does it have an overflow pipe?**
- **What type of handle is it:** lever handle, push button or chain? If a push button, is it a dual-flush type?
- **What colour is the toilet or cistern?**
- **If toilet is blocked in a block of flats,** are any other flats affected?



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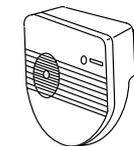
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Walls, ceilings

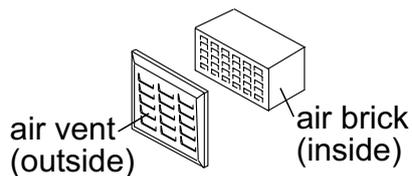
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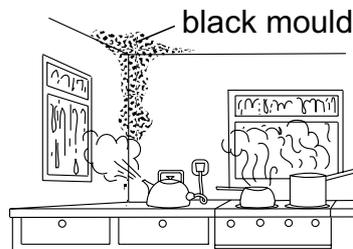
Walls and ceilings



extractor fan

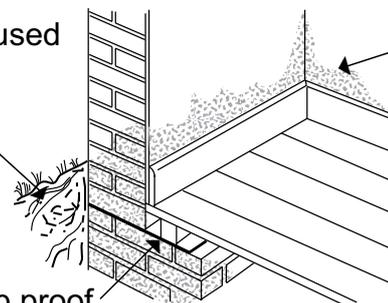


ventilation



condensation

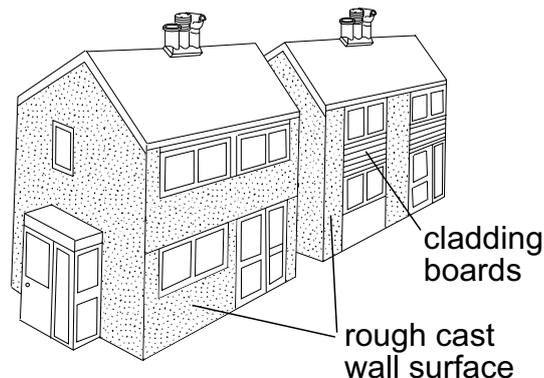
dampness can be caused by earth mounded over the damp proof course



damp proof course

rising damp is usually indicated by a 'water' mark to a height of 2 to 3 feet

damp/mould



cladding boards

rough cast wall surface

What you must do

- Fill in small cracks and holes.
- Put up curtain rails, pelmets, coat hooks and shelves.
- Make sure moisture does not build up, and so stop damp and mould forming on the walls or ceiling. See **Handy hints** on page 49.
- Keep air vents and extractor fan vents clear and use the fan (if you have one).



Advice

- If you fix things to the wall you must remove them and repair any damage if you move out.
- If you want to put up or take down a satellite dish, you need to get the Council's permission in writing first.
- Don't grow shrubs or climbing plants near or against the walls of your home. These can damage the brickwork and cause damp.
- See **Damage and costs** on page 9.

We need to know

- **What the problem is, for example:** plaster loose, crumbling or bulging; condensation or mould on walls or ceiling; outside cladding falling off?
- **Is there any damage caused by water leaking?**
- **If an inside wall, what is it made of:** plasterboard or brick?
- **If an outside wall, what is it made of:** brick or concrete blocks, and does it have a covering? **If so, what type is it:** rough cast, cladding boards or timberboards?



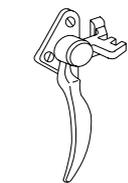
Walls and ceilings

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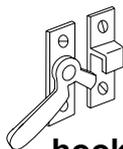
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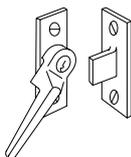
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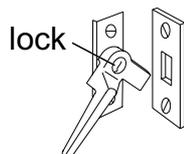
cockspur fastener



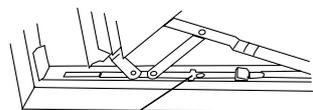
hook fastener



lockable upvc handle



casement fastener

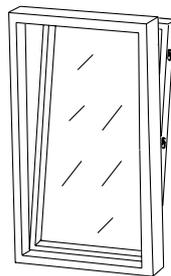


**release tab
child restrictor**

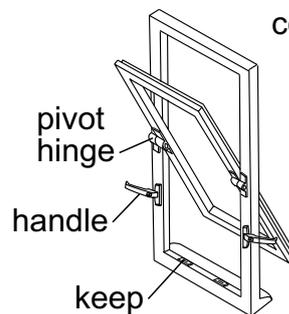


multi-point fastener

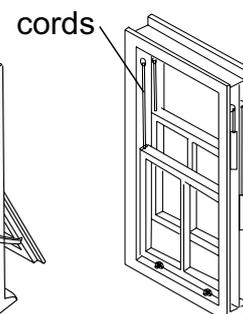
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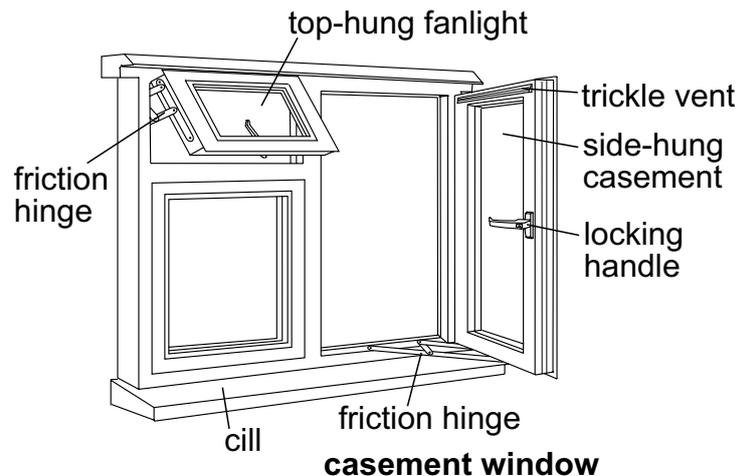
tilt and turn



pivot window



sliding sash



friction hinge casement window

What you must do

- Repair any window locks not provided by us.
- Keep window trickle vents clear and use them to stop condensation.
- Cleaning windows, unless this is done by us as a communal service.



Advice

- Where damage is caused by criminal behaviour, we will look at the circumstances surrounding the cause of the damage and decide whether the cost of the repair is recharged to you. You need to let the police know and get a crime incident number but we will investigate and make a decision about charging you for the repair, just because you have a crime incident number does not mean that you will not be charged.

We need to know

- **What the problem is, for example:** glass cracked or broken; frame loose or jammed; stay or fastener broken?
- **What type of frame is it:** wooden, plastic (upvc) or metal? Does it have a trickle vent?
- **What style of window is it:** casement, sliding sash, pivot or tilt and turn?
- **If glass, what type is it, for example:** plain or frosted? Is it double glazed?
- **If a fastener, what type is it, for example:** multi-point, casement or other type?
- **If a child restrictor, where is it:** on the bottom of the frame, the side of the frame, or on the window itself?
- **Has it caused any other problems?**



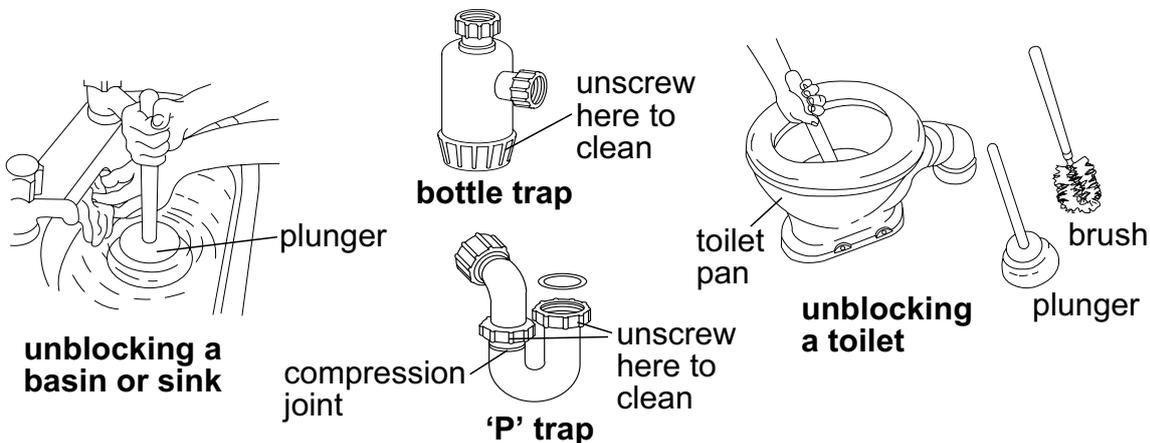
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Handy hints

Handy hints: clearing a blocked waste



General advice

- Blocked basins and sinks are usually caused by waste in the trap: fat, tea leaves, hair, cooking oil and so on.
- If water is slow draining away we advise you to clear wastepipes and traps with a cleaning product. Always follow the instructions carefully. **Don't** use caustic soda because it breaks down the plastic of the pipes.
- The trap always holds water which stops smells coming up the drain but waste can build up in the trap and become stuck.
- If more than one fitting (bath, basin, sink or shower) is blocked, the blockage may be in the soil stack or main drain. This will need to be cleared by us.
- Blocked toilets are usually caused by unusual objects: nappies, wipes, toys or toilet fresheners. You must not use toilets to get rid of rubbish.

What to do

You need:

- bowl or bucket
- jug or cup to be used as a scoop
- cloth
- plunger - for the toilet you can use a toilet brush
- rubber gloves.

To unblock a bath, basin or sink:

- scoop out most of the water
- hold the cloth tightly over the overflow opening
- put the plunger over the plug hole and pump it up and down quickly.

To unblock a toilet:

- if the pan is already full, take out some of the water using a scoop, for example a jug or cup, and put it into a bucket
- push the brush or plunger to the bottom of the pan
- pump it up and down quickly about 10 times. This should shift the blockage
- flush the toilet to see whether the blockage has gone.

You may need to do this more than once before the toilet flushes normally. If you still have problems, you should contact us.

After you have finished, wash your hands and everything you have used.

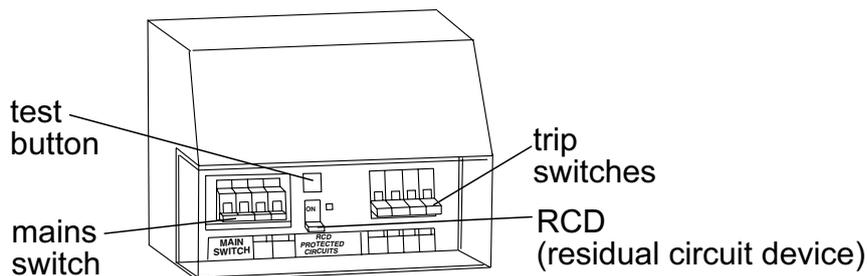
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Handy hints

Handy hints: 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.



consumer unit (or fuse box)

General advice

- 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 of the fuses or trip switches are located in the consumer unit or fuse box. Some consumer units have buttons rather than switches.
- A trip switch or button usually operates because:
 - there are too many appliances on a circuit and it's overloaded
 - an appliance is faulty or has been misused, for example a kettle has been over-filled or a toaster not cleaned
 - water has leaked into a circuit or spilt onto a plug
 - a light bulb has blown
 - an immersion heater is faulty.

General advice (continued)

- Always have a torch ready in a place where you can easily find it if you have a power cut.
- If one of your electrical appliances is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.
- If a wall or ceiling light is faulty, keep it switched off (put some tape over the switch) and contact us.
- **Make sure your hands are dry when you touch electrical fittings.**

To reset a trip:

(This advice only applies to modern consumer units. If you have an older ‘fuse box’ type with rewirable cartridges, don’t touch it and contact us immediately.)

- open the cover on the consumer unit to expose the trip switches/buttons
- check which switches/buttons have tripped to the OFF position and which rooms (circuit) have been affected
- put these switches/buttons back to the ON position.

If the trip goes again, it’s probably being caused by a faulty appliance or light. You need to identify which circuit is being affected and which appliance on that circuit is causing the problem:

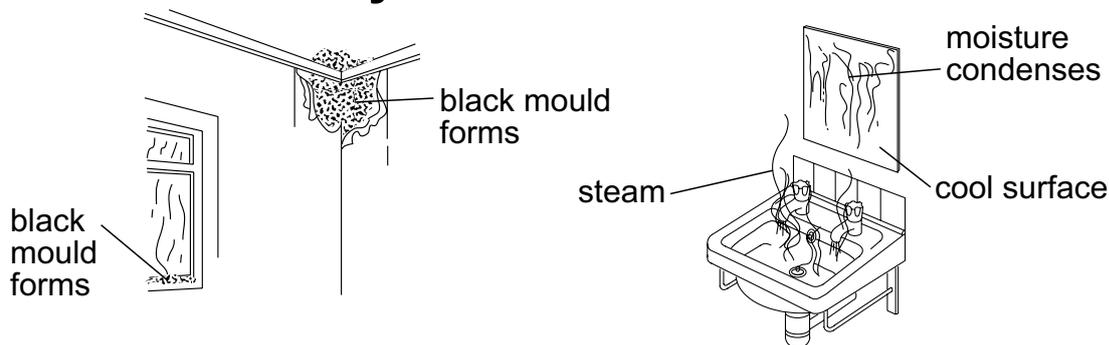
- check all the rooms and note which set of lights or sockets are not working
- unplug all appliances on that problem circuit, and switch off the immersion heater
- switch the ‘tripped’ switch to the ON position (press in if it’s a button)
- plug in the appliances or switch on each light one at a time until the trip goes again. Don’t use adaptors or multiplug extensions when testing appliances.

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Handy hints

Handy hints: condensation



What is condensation?

- It starts as moisture that is made by cooking, washing or drying clothes indoors on radiators.
- This moist air stays on cool surfaces such as walls, mirrors, wall tiles and windows, and even some clothes.
- When the moist air is warm it rises and often ends up on ceilings and in upstairs rooms and then forms mould.
- Condensation is present in any home. You should try to stop it becoming a problem.

If mould forms:

- wipe the mould off straight away with water. **Don't** use washing up liquid because it helps the mould to grow again.
- put on a special product you can get from a hardware or DIY store. Always follow the instructions carefully.

Stopping condensation:

Prevent moisture building up:

- close kitchen and bathroom doors to prevent steam going into other colder rooms
- open the windows in kitchens and bathrooms when cooking, washing or taking a shower so that steam can escape, or use an extractor fan if you have one. Leave this on for up to 20 minutes after you have finished cooking or washing
- have a window open in bedrooms while you're sleeping
- open windows in other rooms for a while each day and open any trickle vents fitted in your window frames (see picture on page 43). This allows a change of air
- wipe down surfaces where moisture settles to prevent mould forming
- don't block air vents and allow air to circulate around furniture and in cupboards.

Reduce moisture:

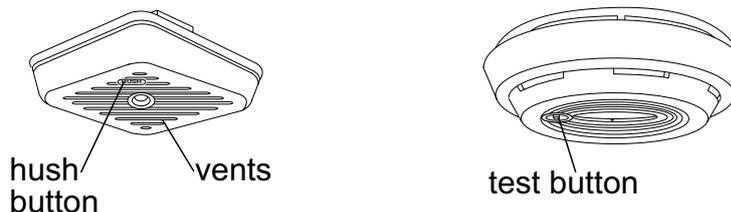
- dry clothes outdoors if you can. If you can't, dry them in rooms with the windows open
- cover fish tanks and remember plants and pets also produce moisture
- cover pans when cooking
- make sure any air from tumble driers goes outside.

Keep your house warm:

- try to stop heat going out of your home
- keep the heat on low when the weather is cold or wet. This may not cost more than switching it on and off.

Handy hints: about your smoke detector

Where a smoke detector develops a fault or continually beeps despite a reset (pressing the hush button) please contact us to request a repair.



smoke detectors

If the alarm goes off:

- Take your family to where it's easy to escape in case there's a fire.
- Check all rooms for signs of smoke.
- Feel around each door before opening it. If there's any sign of heat, smoke or noise, **don't open the door.**

If a fire has broken out:

- **don't try to put it out yourself.** Smoke and fumes can kill in minutes
- **get everyone out** of the house and **call** the fire service (**999 or 112**) unless you live in a scheme where there is a 'stay put' procedure
- **don't go back** for any reason.

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Handy hints

If there is no sign of smoke or fire:

Something may have made the alarm go off by mistake and you may need to reset it. This can happen if:

- a heater or clothes drier is too near it
- someone smokes a cigarette or pipe near it or a spray is used near it
- there's too much steam or fumes from cooking; roasting meat or burnt toast
- the back-up battery (if any) is low.

If you can't find out why it's gone off, contact us. **Never** disconnect the alarm.

To reset the alarm:

- if it has a HUSH button, press the button. The alarm will stop for 10 seconds, but it then beeps every 40 seconds. If the problem doesn't clear after 10 minutes the alarm will keep going.

To test your alarm:

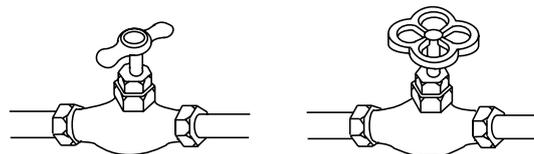
- press and hold the test button for a few seconds. All the alarms within your property should sound at the same time
- If the alarms don't sound, try cleaning them and test again
- do not attempt to try and change the battery within the alarm
- if any of the alarms still fail to sound, contact us.

Handy hints: preventing burst pipes

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Handy hints



stopcock

gate valve

General advice

- Find out where the mains stopcock is and write it down on page 2 of this book.
- Know where the gate valves for the hot and cold water tanks are. They are usually by the hot water and cold water tanks.
- Make sure that you can easily turn all the stopcocks and valves. If they are stiff, try applying some WD40 or oil to loosen them. If you're unsuccessful don't force the tap but contact us.
- In very cold weather you should take action to prevent a freeze up. If you can, it's a good idea to leave the heating on all the time on a very low heat.

What to do

If you're going away for several weeks

- You should turn off your water supply at the stopcock, turn off your heating or hot water system and turn off your gas supply at the mains.
- However, if you go away during cold weather, it's best to leave everything on and set the heating for an hour each evening on a low temperature. Note, we can drain down the whole system for you but there will be a charge.

Frozen pipes

- Contact us immediately and turn off the water at the main stopcock.
- It's probably best to leave the pipes frozen, but you can try to thaw them using a hot water bottle. Don't use a blow lamp.
- If the hot water system is frozen don't light the boiler (or if it's already on, turn it off) and turn off any water heaters.

Burst pipes

- Contact us immediately and turn off the water at the main stopcock.
- Turn off any water heaters and put out any coal fire that heats a back boiler.
- Turn on all taps to drain water from the system. This may take about 15 minutes.
- When the water stops running, turn all taps off.
- If electricians are getting wet, **don't touch. Turn off electricity at the consumer unit or fuse box.**
- If water leaks and makes the ceiling bulge, place a bucket under the bulge in case water leaks through.

Right to repair - qualifying repairs

The following repairs must be carried out within the given timescales. The timescales are measure from the first working day after you tell us about the repair.

Repaired within one day

- Blocked flue to open fire or boiler.
- Blocked or leaking foul drains, soil stacks, or toilet pans where there is no other toilet in the house.
- Toilet not flushing (where there is no other toilet in the house).
- Blocked sink, bath or basin.
- Loss of electric power.
- Unsafe power or lighting socket or electrical fitting.
- Significant leaks or flooding from water or heating pipes, tanks or cisterns.
- Loss, or partial loss, of gas supply.
- Loss, or partial loss, of space or water heating where no alternative heating is available.
- Loss of water supply.
- Insecure external window, door or lock.
- Unsafe access path or step.

Repaired within 3 days

- Partial loss of electrical power.
- Partial loss of water supply.
- Loose or detached banister or handrail.
- Unsafe timber flooring or stair treads.

Repaired within 7 days

- Mechanical extractor fan in internal kitchen or bathroom not working.

If you would like to know more about the Right to Repair, phone our Contact Centre and we will send you a leaflet.

If we do not do your repair within the timescale, you have the right to ask our approved alternative contractor to do the work or you can get compensation from us.

To contact our appointed alternative contractor, please contact us and we will give you their phone number.

Under exceptional circumstances, for example if a special part needs to be ordered - the maximum time for carrying out a repair may be suspended.

The Council can't be held liable for defects caused by public utilities, for example gas, electricity or water supply.

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Contact

Aberdeen City Council, Building Services, 38 Powis Terrace, Aberdeen, AB25 3RF

Report a Repair on 03000 200 292 or online using the Report It facility | web www.aberdeencity.gov.uk

Deaf or hard of hearing

British Sign Language (BSL) users can contact us direct by using contact SCOTLAND-BSL

Alternatively you can use the Next Generation Text Service also known as Text Relay by dialling 18001 + the report a repair number above.

03000 numbers are free to call if you have 'free minutes' included in your mobile call plan. Calls from BT landlines will be charged at the local call rate (the same as 01224s).

