

Repairs Handbook



www.arun.gov.uk/housing



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1. How to report a repair?

Before you report a repair make sure you check that you have -

- Checked if the repair is your responsibility
- Gathered as much information as you can about the repair.

You can report repairs to us in the following ways -

- Online using your I-Housing account
- By phoning our repairs line on **01903 737827** or **0800 018 6050**
- If your repair is an out of hours emergency, then please phone **01903 737500**
- If you are reporting a repair for your gas call **BSW** on **0800 068 0566** or **K&T** if you live in a sheltered scheme with a communal boiler on **0800 012 6256**
- If you smell gas call the National Grid immediately on **0800 111 99** (minicom **0800 5875055**).

When you report a repair, we will need the following details:

- The type of the repair, including details and the location of the item that needs repairing
- Your full name, address and postcode
- A contact phone number.

After the repair is reported, we will:

- Confirm if the repair is our responsibility
- Record the details of your repair
- Confirm the date and time of the appointment with you
- Tell you the name of the contractor who will do the work
- We may need to inspect the problem first before carrying out the repair.

After the work is completed, we may:

- Inspect the work in person or over the phone.



2. When will my repair be carried out?

Emergency repairs

If there is serious damage to the property, or risk to life, we will respond as soon as possible, whatever time of day it is. This is for repairs that are necessary to remove immediate risk to people, avoid flooding, major damage to the property, or to make the property secure. Sometimes further repairs may be needed to complete the works after making the situation safe.

Examples include:

- serious water leak
- no power in property
- no heating and/or hot water
- overflowing drains
- collapsed ceiling or roof
- attending a lift breakdown
- a blocked toilet (if it's the only accessible one in your home).

All other repairs

We will carry out all other repairs at the next available appointment. This covers work inside or outside your home, where there is no immediate inconvenience or danger to occupants or the public.

Major repairs and planned maintenance

These are repairs that are complicated, high value or need items to be made, or for scaffolding to be put up. Normally, this is carried out to maintain the general condition of the property or for work that is non-essential. The time scales will depend on the nature of the work involved.

Examples include:

- Work that requires planning permission.
- Work that needs to include consultation with other residents such as leaseholders or other landlords.
- Extensive or specialist work.

Preparing for repair work

- Make sure your prepayment meter for electricity or gas is in credit. Repair operatives may need to use these to carry out checks.
- Ensure clear access to the repair area. If you are elderly or disabled and have difficulty arranging this, let us know in advance.
- Once you have agreed an appointment date with us, a responsible adult aged 18 and over must be at home on that day to allow our contractors into your home.

When the repair operative arrives

- Always check identity cards before you let anyone into your home.
- Keep children safe while work is being done and keep any pets out of the way.
- In line with the Government's smoking regulations, you must provide a smoke-free environment for any repair operative or contractor who comes into your home.



3. Who is responsible for what repairs?

What repairs are the council responsible for?

By law, the council has an obligation to look after the structure of your home. We will insure the structure of the building, but you are responsible for insuring the contents of your home. Repairs must be carried out to make sure that fixtures and fittings for water, sanitation, gas and electricity are safe and in working order. The council must also maintain any equipment it has installed to provide hot water and heating, and communal facilities, such as lifts and door entry phones. We are responsible for checking repairs needed in the communal areas and rely on residents to report repairs inside their home.

We will try to make sure that you have electricity, gas and water by the end of each day, but we cannot be responsible if the problem is caused by a failure of the utility company.

What repairs am I responsible for?

We expect you to take care of your home by making sure it is kept safe, clean, free from rubbish and by reporting any repairs as soon as possible and making sure that no one else damages your home. There are also some repairs that are your responsibility as a tenant.

The tables on the following pages provides a list of common repairs and shows who is responsible for that repair. This is not an exhaustive list. Before you contact us please check the list so that you are sure the repair is Arun District Council's responsibility. This will save you time in getting the problem fixed. If, however you are in any doubt, or the repair is not listed, please call **01903 737827** or **0800 018 6050**. There may be some occasions when we will carry out a repair for which we are not generally responsible. This will usually depend on your circumstances.

What if I lose my keys?

If you become locked out of your home or lose your keys it is your responsibility to replace the key or change the lock at your cost, you are responsible for regaining entry.



Exceptions are made in some cases for vulnerable tenants – please contact the repairs team on **01903 737827** for advice.

If you have lost a key or fob to a communal entrance door, or you live in sheltered accommodation please contact us to purchase a replacement.

Chargeable repairs

If repairs are needed because of neglect or damage by you, a member of your household or any visitors to your home, we will expect you to carry out the necessary works to put it right. Where the damage has created a health and safety issue, we will carry out the repair and recharge you for the works.

Examples include:

- Failure to report a repair as soon as possible which then leads to further damage because of the delay.
- Deliberate, careless or negligent acts caused by you, a member of your household or visitor.

4. Repairs tables – who is responsible?

Please note that you are responsible for repairing any items you have installed yourself or any that are damaged by you, a family member or visitor to your home.

This is a condition of your Tenancy Agreement. The information set out below is a general guide and not an exhaustive list.

Repair		ADC	You
Bathroom	Bathroom fittings e.g taps that are loose or broken due to general wear and tear	<input checked="" type="checkbox"/>	
	Blocked or leaking waste pipes	<input checked="" type="checkbox"/>	
	Damaged baths, toilets or basins. (Let us know if it's your only toilet)	<input checked="" type="checkbox"/>	
	Toilet seat		<input checked="" type="checkbox"/>
	Toilet seat (sheltered and temporary accommodation)	<input checked="" type="checkbox"/>	
	Unblocking basins, baths and toilets		<input checked="" type="checkbox"/>
	Replacing plugs and chains to bath and basin		<input checked="" type="checkbox"/>
	Repair to shower units (tell us if it's electric or thermostatic from the hot water system)	<input checked="" type="checkbox"/>	
Repair		ADC	You
Kitchen	Installing and repairing washing machines, dishwashers, tumble driers and cookers. (Cookers must be installed by engineers either Gas Safe registered or NICEIC qualified for electric).		<input checked="" type="checkbox"/>
	Repairing washing machines installed by ADC	<input checked="" type="checkbox"/>	
	Repairs to sink and drainer	<input checked="" type="checkbox"/>	
	Unblocking sinks		<input checked="" type="checkbox"/>
	Replacing plugs and chain		<input checked="" type="checkbox"/>

Repair		ADC	You
Plumbing	Blocked or leaking shared drain or soil stack	<input checked="" type="checkbox"/>	
	Communal blockages to sinks, basins, baths and toilets	<input checked="" type="checkbox"/>	
	Gutters and downpipes	<input checked="" type="checkbox"/>	
	Major and minor leaks and burst pipes	<input checked="" type="checkbox"/>	
	Total or partial loss of cold-water supply	<input checked="" type="checkbox"/>	
	Toilet not flushing (let us know if it's your only toilet)	<input checked="" type="checkbox"/>	
	Taps can't be turned on/off or not working. Let us know if it's the hot or cold tap.	<input checked="" type="checkbox"/>	
Repair		ADC	You
Doors	Doorbell, number and door chain		<input checked="" type="checkbox"/>
	Door entry phone (handsets)	<input checked="" type="checkbox"/>	
	Internal doors, handles, hinges, locks and latches	<input checked="" type="checkbox"/>	
	Keys (lost, stolen or broken) and lock changes		<input checked="" type="checkbox"/>
	Lock or handle repairs to outside door to your home	<input checked="" type="checkbox"/>	
	Make safe insecure outside door to your home	<input checked="" type="checkbox"/>	
	Renew outside door to your home	<input checked="" type="checkbox"/>	

Repair		ADC	You
Windows	Making safe insecure window	<input checked="" type="checkbox"/>	
	Oil hinges and minor repairs		<input checked="" type="checkbox"/>
	Window catches and handles	<input checked="" type="checkbox"/>	
	Window frames (you are responsible for the repair of any windows fitted by you)	<input checked="" type="checkbox"/>	
	Replacing broken or cracked glass. If caused by vandalism/break-in we will repair, but only if we are provided with a valid crime reference number issue by the police		<input checked="" type="checkbox"/>
	Cleaning windows and vents of extractor fans		<input checked="" type="checkbox"/>
Repair		ADC	You
Electrics	Extractor fans	<input checked="" type="checkbox"/>	
	Immersion heater	<input checked="" type="checkbox"/>	
	Individual TV aerial		<input checked="" type="checkbox"/>
	Communal TV aerial. Only Arun appointed engineers are permitted to work on our system. SkyQ is not currently supported in our blocks.	<input checked="" type="checkbox"/>	
	Light fittings (not installed by you)	<input checked="" type="checkbox"/>	
	Replacing light bulbs and fluorescent strips (excluding communal areas) in general needs housing		<input checked="" type="checkbox"/>
	Replacing light bulbs and fluorescent strips in Sheltered Accommodation	<input checked="" type="checkbox"/>	
	Sockets and switches	<input checked="" type="checkbox"/>	
	Total or partial loss of electrics	<input checked="" type="checkbox"/>	
Unsafe electrical fittings	<input checked="" type="checkbox"/>		
Testing and cleaning of smoke detector once a week		<input checked="" type="checkbox"/>	

Repair		ADC	You
Heating	Blocked flue	<input checked="" type="checkbox"/>	
	Chimney and flue (it is tenants responsibility to ensure the flue is not obstructed)	<input checked="" type="checkbox"/>	
	Sweeping chimney	<input checked="" type="checkbox"/>	
	Heating appliances installed by you		<input checked="" type="checkbox"/>
	Partial loss of hot water and heating	<input checked="" type="checkbox"/>	
	Total loss of hot water and heating	<input checked="" type="checkbox"/>	
	Annual gas servicing	<input checked="" type="checkbox"/>	
	Radiator leaks	<input checked="" type="checkbox"/>	
	Checking your heating controls are set correctly		<input checked="" type="checkbox"/>
Repair		ADC	You
Structure	Roof leaking; tiles/slates, chimney or stack damaged. (Tell us how many storeys high the property is)	<input checked="" type="checkbox"/>	
	Fascia and soffit boards	<input checked="" type="checkbox"/>	
	Keeping air vents and extractor fans clean and clear and using them when cooking and bathing		<input checked="" type="checkbox"/>
	Damaged gutter or downpipe, bracket or joint loose, leaking or damaged	<input checked="" type="checkbox"/>	
	Loose, crumbling or bulging wall/ceiling plaster. Brick work and render	<input checked="" type="checkbox"/>	
	Severe condensation or mould on walls or ceilings	<input checked="" type="checkbox"/>	
	Internal decoration of walls and ceilings		<input checked="" type="checkbox"/>
	External decorations	<input checked="" type="checkbox"/>	

Repair		ADC	You
Structure ctd.	Putting up and repairing of shelves, curtains, shower rails, battens and coat hooks		<input checked="" type="checkbox"/>
	Keeping gully grids clear of leaves and rubbish		<input checked="" type="checkbox"/>
	Floorboards or skirting damaged. Floor covering lifting or damaged (tell us what the floor covering is made of)	<input checked="" type="checkbox"/>	
	Staircases, bannisters and handrails, stair tread	<input checked="" type="checkbox"/>	
	Repairs to floor coverings fitted by you		<input checked="" type="checkbox"/>
Repair		ADC	You
Other	Fences fronting the public highway	<input checked="" type="checkbox"/>	
	Replacing clothesline (unless communal)		<input checked="" type="checkbox"/>
	Garage repairs	<input checked="" type="checkbox"/>	
	Paths to front door	<input checked="" type="checkbox"/>	
	Mains wired smoke alarm	<input checked="" type="checkbox"/>	

If you have any additional needs for example a physical or mental disability that will make undertaking your repairing responsibilities more difficult then please inform us when you report a repair, and we will work with you to address the repairs.

5. Can I make improvements to my home?

Improvements

The council allows you to make certain improvements to your home, but you must get written permission from us before starting.

It is vital that you get our permission before starting any work, we would not unreasonably withhold permission unless the work is likely to affect the safety of the building, cause a future maintenance problem, or cause a nuisance to your neighbours. We may attach conditions to the permission, such as insisting that the work is carried out by a competent contractor and to a satisfactory standard. We may need to inspect the work that you have carried out. Whilst you remain the resident you will be responsible for the repairs and maintenance of any improvements made.

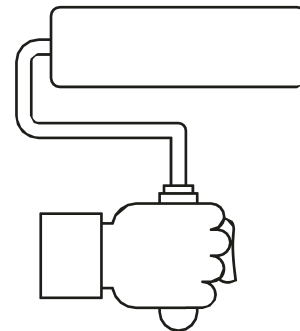
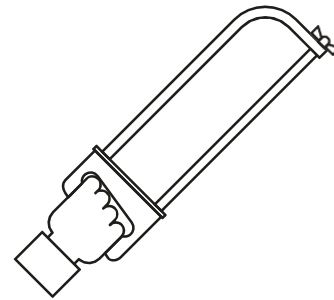
You do not require our permission to decorate the inside of your home e.g. paint, wallpaper, lay carpets, put up mirrors or shelving. You must contact us before starting all other work.

To request permission to make improvements please e-mail the Neighbourhood team on neighbourhood.services@arun.gov.uk detailing the improvements you wish to make.

Aids and Adaptations

We aim to help you live as independently as possible. One of the ways we can do this is by funding certain aids and adaptations to your home so that you can live more comfortably and maintain your independence for longer.

For all adaptations we will require a recommendation report from your Occupational Therapist. This report is provided by West Sussex County Council who can be contacted on **01243 642121** or by e-mailing socialcare@westsussex.gov.uk.



6. Home safety and security

Gas Safety

Annual Gas Safety Check

We are responsible by law for carrying out an annual gas safety check in all our homes with a gas supply. This means that if your property has a gas supply, even if you never use gas, we need to have access to your home every year.

This check is to make sure all gas appliances, fittings or pipework in your home are safe. If we have your mobile number on our records, we will text you in advance of your gas safety check being due, just as a reminder.

It is essential that you allow us access to your home to carry out our annual safety check. If you are unable to make the appointment booked for you, please contact us to rearrange. Once the safety check is completed, the gas engineer will issue your home with an annual gas safety certificate, called a LGSR this is usually posted out to you within a couple of days of your visit. Copies of this certificate are available on request.

If you do not let us into your home to carry out the annual safety check you will be putting yourself and your neighbours at risk. This is a breach of tenancy, and we will need to take action to get into your home to carry out the safety check. We may have to take you to court to enable us to get into your home.

Gas Leak

If you smell gas call National Grid on **0800 111 999** immediately (minicom **0800 587 5055**)

- **DO** turn off the meter at the control valve
- **DO** put out any naked flames
- **DO** open doors and windows
- **DO** keep people away from the affected area
- **DON'T** smoke or strike any matches
- **DON'T** turn electrical switches on or off.

Carbon Monoxide

Carbon Monoxide is a gas produced when natural gas does not burn fully. It cannot be seen or tasted and does not smell, but it is poisonous if breathed in, even for a short time. Every year twenty people are killed by carbon monoxide poisoning in the UK.

The symptoms are very similar to the flu - they include headache, nausea, dizziness and sleepiness. You might not realise what is happening until it's too late.

Arun District Council will check you have a working carbon monoxide alarm when we carry out the annual gas safety check and if not install one.

The tell-tale signs that your gas appliance might be leaking carbon monoxide include:

- Yellow or orange flames may be visible. Gas appliances produce a blue flame when the gas is burning.
- A pilot light that often goes out.
- Signs of soot or yellow/ brown staining around a gas appliance.
- If you think there is a carbon monoxide leak, please call **01903 737500**.

Other Gas Safety tips -

- **NEVER** use a gas appliance if you think it is not working correctly. See section on carbon monoxide to see the tell-tale signs of a carbon monoxide leak.
- **NEVER** cover up a gas appliance.
- **NEVER** block or obstruct any internal or externally fixed ventilation grille or air-brick.
- **NEVER** block or cover any internal or externally fitted flue from a gas appliance.
- **NEVER** allow an unqualified gas fitter or person to install or carry out works on your gas appliances or attempt the work yourself. (All qualified Gas fitters are registered with Gas Safe and must present an up to date Gas Safe identification card).

- **ALWAYS** allow access for our contractors to carry out our annual Gas Safety Check or carry out repairs. Watch out for signs that an appliance is not working properly and contact us straight away. Try to avoid damaging any gas appliance provided in your home.

Electrical safety

Electrical Safety checks

We will carry out electrical safety checks on the wiring, switches, light fittings and sockets in your home every five years and before you move into your home.



We will contact you when your electrical safety check is due in order to ensure this is completed in time. It is essential that you allow us access to your home to carry out these checks. If you are unable to make the appointment booked for you, please contact us to rearrange on.

If you do not let us into your home to carry out the electrical safety check you will be putting yourself at risk. This is a breach of tenancy, and we will need to take action to get into your home to carry out the safety check. We may have to take you to court to enable us to get into your home.

Electrical Safety tips -

There are some easy to spot signs for electrical hazards in your home including:

- Frayed, cut or damaged leads
- Cracked or damaged cases on plugs and appliances
- Burn marks on plugs, leads or appliances
- Blowing fuses or tripping circuit breakers
- Damaged plug sockets or light switches

Always make sure you -

- Report any problems with the electrical installation of your home to us straight

away. Use appliances according to the manufacturer's instructions.

- Use an RCD (Residual Current Device) when using electrical equipment outdoors. Remove plugs from sockets carefully. Pulling out a plug by the cable puts a strain on the terminations which can be dangerous.

NEVER -

- Carry out DIY repairs on electrical installations or appliances.
- Bring mains powered portable appliances into the bathroom.
- Use any appliance that has a worn flex.
- Use any electrical appliance with wet hands.
- Attempt to extend, repair or replace damaged or worn out parts of the electrical wiring, switches and lights yourself.



Water Safety

Legionnaires' disease

Legionnaires' disease is a potentially fatal form of pneumonia. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

Everyone is susceptible to infection, but Legionnaires' disease most commonly affects the elderly, or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill.

The symptoms are very similar to the flu - they include high temperature, tiredness, fever of chills, muscle pain, headache, nausea or a dry cough.

Legionnaires' disease is not contagious, and you cannot get it from drinking water.



Where is Legionella found?

Legionella can be found in all hot and cold-water systems and certain conditions increase the risk from legionella.

- The water temperature in all or some parts of the system is between 20-45 °C, which is suitable for legionella bacteria growth.
- It is possible for breathable water droplets to be created and dispersed e.g. from the use of showers and taps.
- If water is stored and/or re-circulated in cold water tanks or hot water heaters for example.
- If there are deposits that can support bacterial growth providing a source of nutrients for the organism e.g. rust, sediment, scale, organic matter and biofilms. These can be commonly found on shower-heads, on filters, in cold water storage tanks and hot water heaters.

Arun District Council will carry safety checks and on-going servicing to water tanks where these serve more than one home. This is usually in blocks of flats. We will also carry out checks when a home is empty.

If we need to gain access to your home to carry out any checks or repairs to your water systems, please allow us access. In most homes, this will not be the case.

If you have any concerns about the condition of the water system in your home, please contact us immediately on **01903 727827**.

Water Safety tips

Always make sure you

- Ensure cold water temperature runs under 20°C and hot water runs above 50°C after two minutes running, if the water temperatures are outside of this guidance please contact us straight away and do not use the water supply. You can obtain a low-cost thermometer from many high street or

DIY shops to monitor the water temperature.

- Any water outlet that is not used at least weekly should be run or flushed for two minutes on at least a weekly basis.
- Flush through showers and taps for 10 minutes after a period of non-use (i.e. after they have not been used for one week).
- Keep all shower-heads and taps clean and free from a build-up of lime scale, mould or algae growth. It is recommended on a quarterly basis they are dismantled, cleaned, de-scaled and disinfected, ensuring that any removal parts, heads, inserts and hoses are included.
- Flush toilets with the lid down following a period of non-use.
- Drain hosepipes after use and keep out of sunlight.

NEVER -

- Change any pre-set water temperatures on the water system in your home, if you are in doubt contact us on **01903 737827**.

Fire safety

We carry out fire risk assessments for all communal areas. It is your responsibility to make sure that you test the smoke alarm in your home and keep exits clear.

Every year, in the UK, there are approximately 500 fire related deaths. The majority of these occur within the home between 12am and 6am when people are asleep.

Smoke alarms give you advance warning of fire and more time to react. You only have minutes to escape a fire so every second counts.

We check smoke detectors as part of annual gas safety check each year. We also replace or upgrade smoke detectors where necessary. If your smoke detectors are not working or you don't have one please contact us on **01903 737827**.

We carry out periodic fire risk assessments for all communal areas of blocks of flats. We will carry out improvements to properties to homes to improve fire safety, i.e. installing new fire doors.

How to plan for the event of a fire

- Plan your escape.
- Fires happen when you least expect them, and you will only have a short time to act.
- Think about how you would get out of your home if the normal way is blocked.
- Keep all escape routes clear of rubbish or bulky items at all times.
- Tell everyone in the house where the door and window keys are kept.

If you live in a block of flats make sure you read and understand the evacuation notice which are displayed in the communal area of your block.

Fire Safety tips -

Always

- Test smoke alarms weekly.
- Replace the batteries of smoke alarms when needed or if there are problems with your mains powered smoke alarm contact us on **01903 737827**
- Plan your escape route .
- Use deep ashtrays so that cigarettes cannot roll out, and do not throw hot ash into the bin.
- Keep matches and lighters well out of the reach of children.
- Sit at least three feet away from heaters.
- Close all doors as this helps to prevent fire spreading.
- Switch off and unplug electrical appliances except those that are meant to stay on, like the fridge.
- Check your cooker and heaters are turned off.



- Keep doors and window keys where everyone you live with can find them.

NEVER

- Obstruct any escape routes from your home with rubbish or bulky items.
- Smoke in bed or in an armchair if you think you may fall asleep.
- Leave a lit cigarette, pipe or candle unattended.
- Put a heater near clothes or furniture.
- Overload electrical sockets.
- Use a barbecue on flat balcony (or inside the flat).
- Leave pans unattended when cooking.

If a pan does catch fire:

- Don't throw water on it - it will make it worse.
- Turn off the heat if you can do safely. If in any doubt, leave the room, close the door, shout to warn others to get out and call **999**.

Asbestos

Asbestos is a naturally occurring fibrous mineral that was used extensively as a popular building material since the 1950s. It was used as an insulator (to keep heat in and cold out), has good fire protection properties and protects against corrosion.

Asbestos was officially banned in 1999, so if your house was built after 2000 it should be fine.

Asbestos can be found in many products used in buildings (both inside and outside a property). Here are some of the common places materials containing asbestos may be found:

- Roof tiles and roof felt
- Gutters and rainwater pipes
- Soffit and fascias

- Cold water tanks
- Insulation to pipes
- Textured coatings to ceilings & walls
- Toilet cisterns
- Insulation to floor voids
- Gaskets & seals to gas appliances
- Floor tiles
- Partition walls
- Panels on or inside fire rated doors
- Panels behind & inside electrical equipment
- Panels under windows
- Insulation in old electric storage heaters

This is not a full list and materials containing asbestos could be found elsewhere in the property.

Artex is a textured decorative coating that was widely used on interior walls and ceilings. Some older types of Artex contained a very small amount of asbestos. Artex is safe as long as it is not disturbed i.e. sanded or scraped.

Some older floor tiles contain asbestos. Even broken pieces of tile are extremely unlikely to release any asbestos fibres.

Asbestos Surveys

We may need to carry out an asbestos survey to your home, especially if we need to carry out repairs or other works which may disturb asbestos. We will survey all your home, so we have as much information as possible about asbestos in your home.

When asbestos surveys are carried out, not only do we confirm whether materials contain asbestos, we also confirm their condition. Materials containing asbestos in good condition do not pose a risk to your health and sometimes removing it can be more hazardous than leaving it alone. If the material is in a poor condition, then the decision will be made to either remove it or make it safe. If left undisturbed asbestos is safe.

Asbestos Safety tips

Always -

- Treat asbestos with respect.
- Contact us if you think you have damaged asbestos in your home.
- Contact us if you are planning any DIY or improvements to your home.
- Help us by keeping any appointments we, or our asbestos surveyors/contractors may give you.
- Take care to avoid damaging asbestos materials.

NEVER -

- Attempt to remove any suspected asbestos materials yourself.
- Put yourself at risk by carrying out DIY on or next to asbestos materials e.g. cutting, drilling or sanding.
- Dust, sweep or vacuum areas where asbestos debris may lie.



7. Home maintenance advice

What to do when:

Pipes leak:

- Place a dish or bowl under the leak.
- Pull back carpets.
- Lay down newspaper or towels to absorb the water and change regularly.
- Contact our repairs team on **01903 737827 / 0800 018 6050**

Pipes burst:

- Turn off the water at the main stop cock, and any gate valves from the water tank.
- Switch off any water heaters.
- Open all taps to drain water from the system.
- If electrics are getting wet, turn off electricity at the consumer unit/fuse board and do not touch any affected items.
- Contact our repairs team on **01903 737827 / 0800 018 6050**



Make sure you know where the gate valves (taps) for the hot and cold-water tanks are located (usually by the hot and cold water tanks). Find out where the mains stopcock is and make sure you can easily turn all stopcock and valves. If they are stiff, apply WD40 or oil to loosen them.

Pipes freeze:

- Turn off the water at the main stop tap and open the cold taps.
- If the hot water system is frozen, turn off any water heaters and contact your gas contractor.
- Contact our repairs team on **01903 737827 / 0800 018 6050**

In very cold weather it is a good idea to leave heating on at low level all the time.

Top tip

At times we may need you to turn off your water supply. You should make sure you know where your stopcock is. It is wise to test it twice a year to make sure it is working. You can do this by shutting it off to check it closes, then opening it fully. Then close it slightly by turning it a little towards off.

Note – if you do have to turn off your water supply, you may also need to turn off your heating system.

You need to reset a trip switch:

- 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.
- Switch off all lights and appliances on the circuit, then put these switches/buttons back to the ON position.



If the trip goes again it's probably caused by a faulty appliance. You need to identify which circuit is being affected and which appliance is causing the problem. Do not carry on resetting it if it keeps tripping off. Contact our repairs team on **01903 737827 / 0800 018 6050**

To identify the problem appliance:

- Unplug all appliances on the problem circuit, and switch off the immersion heater.
- Switch the 'tripped' switch to the **ON** position (press in if it is a button).
- Plug in the appliances one at a time until the trip goes again.

Do not use adaptors when testing appliances, make sure your hands are dry when you touch electrical fittings and never touch the electricity company's fuse and seals.

You need to clear a blockage in the sink or bath

- Remove most of the water using a suitable container.
- Blockages are caused by build-up of waste in the trap, so waste-pipes and traps should be cleaned at least once a month.
- The trap is located under the bath, basin or sink.
- It always holds some water, which stops air or foul smells coming up the drain.
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. If this is the case contact us, as we will need to rectify.
- To complete the unblocking task, you will need: a bowl, jug or cup, wet rag/dishcloth, plunger, rubber gloves.
- To unblock a bath, basin or sink: bale out most of the water, hold the rag tightly over the overflow opening, place the plunger over the plug hole and pump up and down rapidly five or six times.
- Remove the plunger and note if the water drains more quickly.
- If it does not, repeat the process several times or until the blockage is clear.
- Contact our repairs team on **01903 737827 / 0800 018 6050** as a last resort.

You need to clear a blocked toilet

- If the toilet pan is already full remove most of the water into a suitable bucket using a jug or bowl.
- Push the toilet brush or plunger to the bottom of the pan and pump up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage.

- Check by flushing the toilet to see whether the blockage has gone. You may need to repeat the process several times before the toilet flushes normally.
- Contact our repairs team on **01903 737827 / 0800 018 6050** as a last resort.



Remember – Only Pee, Poo and Toilet Paper to be flushed down the toilet.

8. Damp and condensation

What is condensation?

Condensation is caused by too much moisture in the air. If condensation occurs regularly in your home, it can cause damp and mould. Condensation occurs mainly during cold weather. It will appear in corners and on walls, around windows or behind wardrobes and cupboards, in places where there is less or little air movement.

What is damp?

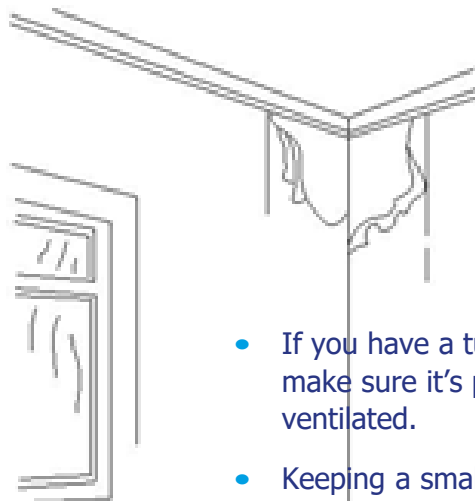
Damp usually creates a 'tide mark' if it has come from outside sources. The main causes of damp in the home are:

- Leaking pipes, wastes or overflows.
- Rain seeping through a roof where tiles or slates are missing.
- Blocked or defective guttering causing an overflow of rainwater.
- Rising damp due to a defective damp course, debris in the cavity or slumped wet cavity wall insulation.

If the damp in your home doesn't come from an outside source, then it is probably due to condensation.

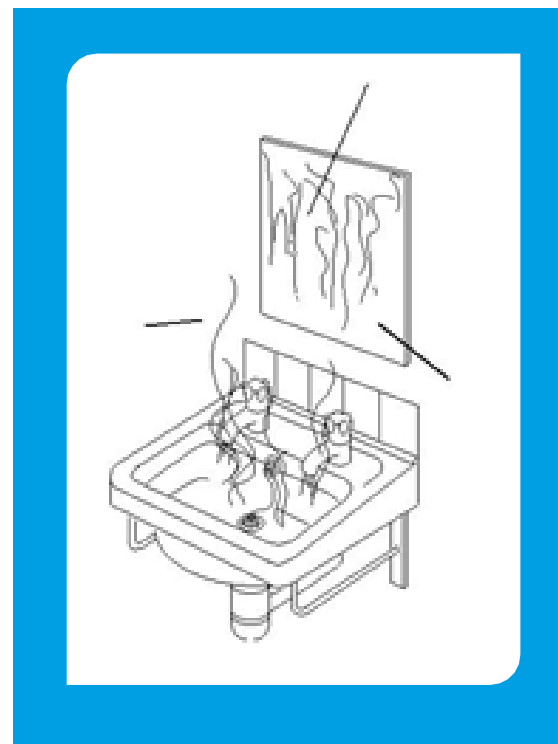
How to avoid or minimise condensation?

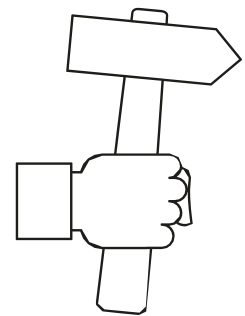
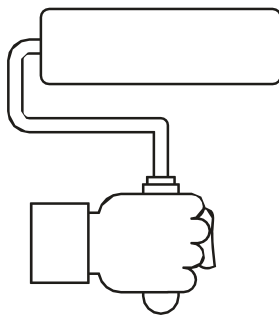
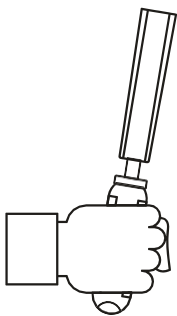
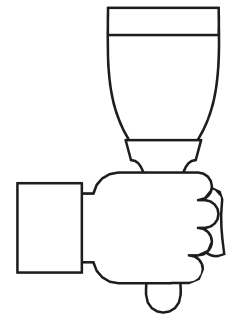
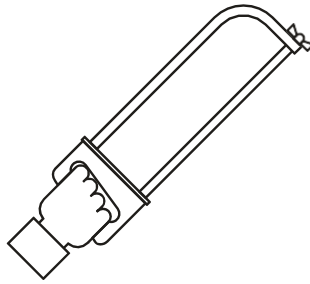
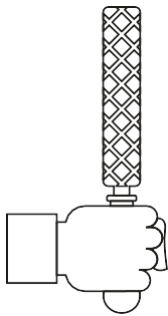
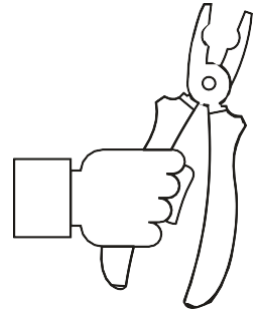
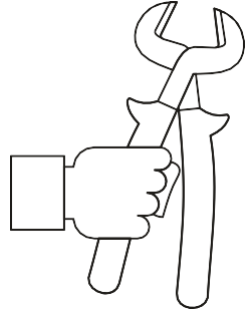
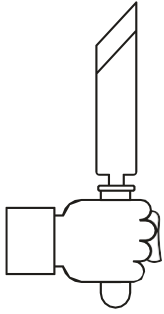
- Using pan lids when cooking.
- Ventilating bathrooms, kitchens and living areas when in use by opening windows and always having trickle vents open.
- Closing kitchen and bathroom doors when in use to help prevent moisture reaching other rooms, especially bedrooms which are often colder.
- Make sure your fan is working and you use it whenever you are running a hot bath or cooking in the kitchen.
- Drying washing outside where possible rather than on radiators. If you have wet clothing in the home ventilate the room by opening windows.



- If you have a tumble dryer, make sure it's properly ventilated.
- Keeping a small window ajar when anyone is in the room for any length of time.
- Try to keep the temperature in your home constant.
- Early signs such as water on the glass of windows should be wiped down immediately with a dry cloth.

If you would like more information on managing condensation or suspect you have damp, then please contact our repairs team on **01903 737827**





How you can contact us

I-Housing

By using I-Housing you can access services online and report and track repairs, make payments and view information about your tenancy and rent account. If you would like to register for I-Housing to access these services, please complete the form on our website with your details and we will e-mail you a password.

Phone

For repairs call **0800 018 6050**

Website – www.arun.gov.uk



If you feel that a member of staff or trades person has not delivered the high-quality service you expect from us, please call the Repairs team on **01903 737827**.



Housing Repairs
Arun District Council
Civic Centre
Maltravers Road
Littlehampton
West Sussex BN17 5LF

Tel: 01903 737500

Email: housing@arun.gov.uk

www.arun.gov.uk/housing