



REPAIRS LEASEHOLDERS GUIDE

A GUIDE ON WHAT TO DO
WHEN SOMETHING
NEEDS FIXING



Cottingham Close

RMO

Every voice counts

HOW TO REPORT A REPAIR



**TO REPORT OR RAISE A REPAIR
PLEASE FILL IN THE SHORT FORM
USING THE QR CODE OR VIA OUR
WEBSITE**



WWW.COTTINGTONCLOSERMO.COM

If you have difficulty using the Internet please call and we'll fill it in for you

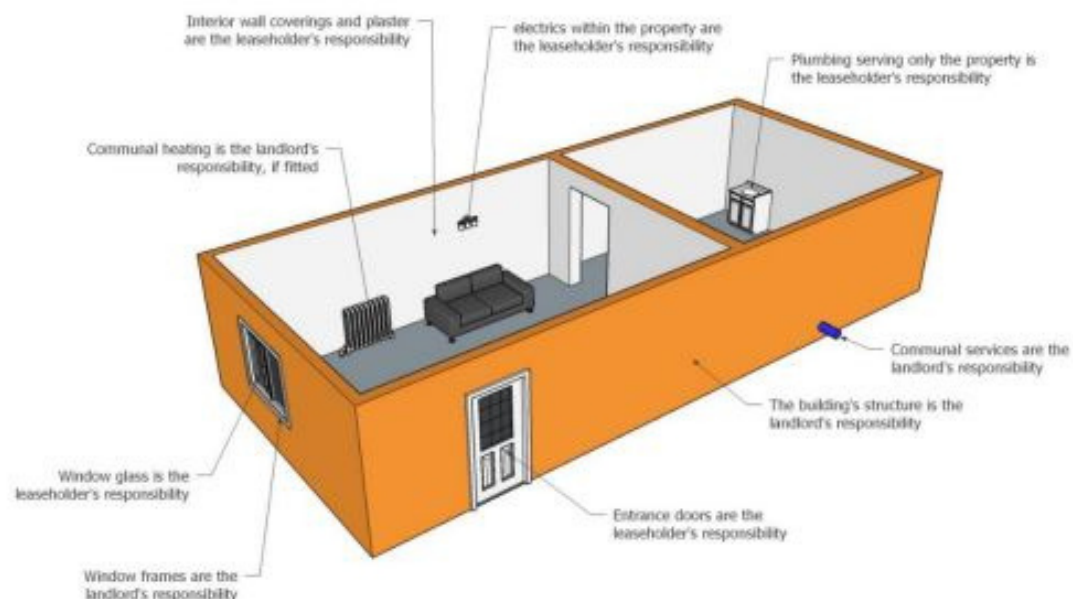
Repair responsibilities

Repairs, maintenance and management

The lease defines who has responsibility for different sorts of repairs.

Repairs to the building, its structure and the communal services are carried out by the council. If you see any problems with the building that you think need to be repaired, please report it to us.

Most repairs to the interior of your home are your responsibility, although some will be carried out by us. If your home has a communal heating and hot water system, we'll carry out repairs and maintenance to it. If you're in doubt about who is responsible, check your lease, or contact us and we will try to help.



Whilst structural repairs sits with the Lambeth Council, the RMO can advocate on your behalf

REPORTING PROBLEMS

Remember that most repairs inside your home will be your responsibility, except for problems with the communal heating system or other communal services. As a resident you still have the right to report other problems with your building and estate. Some repairs are classed as emergency repairs. These are typically those which could cause a serious risk if not attended to quickly, including:

- Lift break down
- Total loss of power to the block
- Total loss of main water supply to the block

To report an emergency repair, please call the Estate Office within office hours or if calling outside these hours please contact Lambeth Council on 0207 926 6666.

MANAGEMENT OF THE BLOCK AND ESTATE

The block and estate management are carried out by the RMO. If you notice problems with any estate services, such as cleaning, we will be able to help. You should also speak to us about other management issues, such as replacement keys for communal doors in the block.



HOW TO GUIDES

Here's some advice on how to carry out simple DIY tasks such as how to bleed a radiator, unblock a sink and repair a kitchen unit. There are also energy saving tips.



bit.ly/3Cu3F10

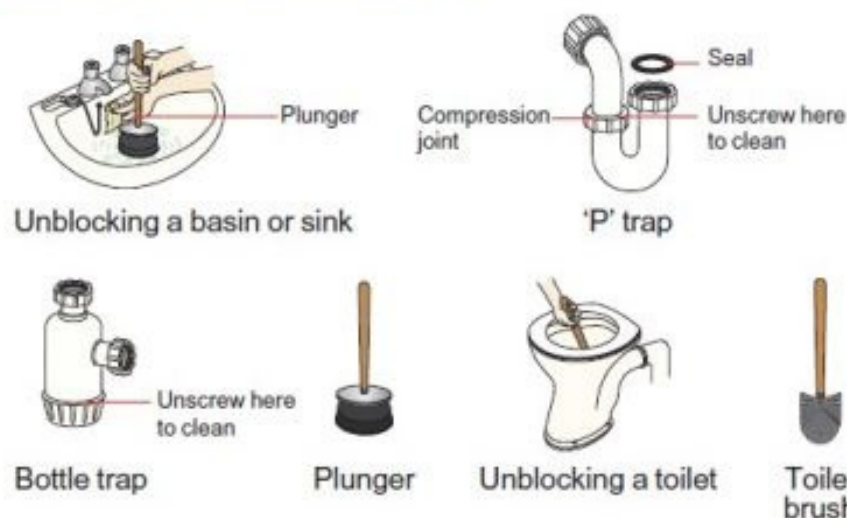


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Clearing a blocked waste pipe



Avoiding toilet blockages

Air fresheners that attach to the rim of the toilet pan should be fastened securely so they do not fall in and cause a blockage. Blockages are usually caused by objects such as:

- ▶ nappies
- ▶ toys
- ▶ sanitary towels
- ▶ wipes

If a blockage happens as a result of these objects getting stuck, we may charge you for clearing it. You should try to unblock this yourself to avoid being recharged.

To unblock a toilet

- ▶ If the pan is already full, remove some of the water into a bucket using a scoop, for example a jug or a bowl.
- ▶ Push the plunger to the bottom of the pan.
- ▶ Pump it up and down vigorously about 10 times. This creates a pressure vacuum, which may shift the blockage.
- ▶ When the blockage has disappeared, pour water from a bucket into the pan and see if it clears. You may need to repeat this process several times before the toilet flushes normally. If there is no improvement after a couple of tries, you should contact us.

Thoroughly wash your hands and all equipment after you have finished.

Avoiding sink, basin or bath blockages

Blockages to a kitchen sink, basin or bath waste pipes are usually caused by build-up of:

- ▶ Fat, tea leaves or food debris
- ▶ hair in the waste trap.

Note – use a suitable product available from most DIY stores to clear waste pipes and traps. Do not use caustic soda as it destroys modern plastic fittings.

The trap is under the bath, basin or sink. It always holds some water, which stops air and foul smells coming up the pipe. However, waste material can build up and cause a blockage.

To unblock a sink, basin or bath You will need:

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

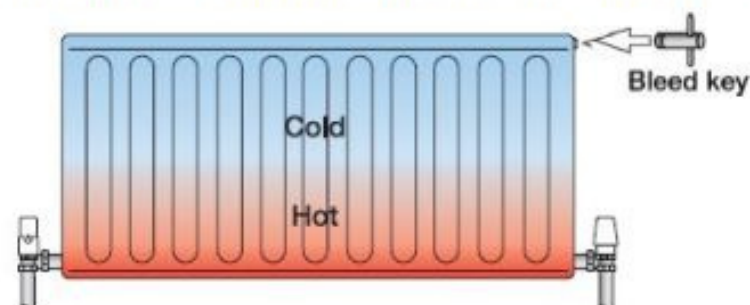
Then:

- ▶ remove most of the water, so the sink is half full
- ▶ wet the rag and hold it tightly over the overflow opening and place the plunger over the plug hole and pump up and down rapidly.
- ▶ If the sink, basin or bath is blocked, the blockage may be in the soil stack or main drain. We will need to clear this.

Heating – bleeding your radiators

Air in radiators can be a common fault in some heating systems, but it is easy to put right.

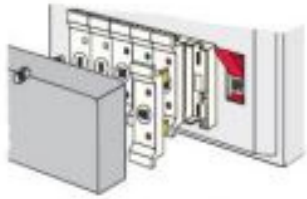
If the radiator is cold at the top and hot at the bottom, you will need to bleed it.



How to bleed your radiators

- ▶ Turn off the central heating.
- ▶ Insert a radiator bleed key into the radiator bleed vent
- ▶ Turn the key anti-clockwise to a maximum of one turn. You should hear a hiss as air escapes.
- ▶ As soon as water starts to appear at the bleed vent, turn off the vent by turning the key clockwise – do not over-tighten.
- ▶ Hold a cloth underneath the radiator bleed vent to catch any escaping water.
- ▶ Turn on the central heating and re-check the radiator.

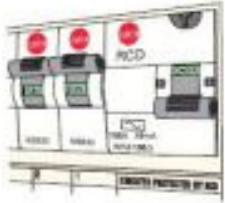
Fuse box



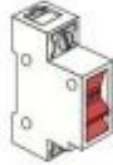
Fuse board



Consumer unit



Trip switches



Circuit breaker

Many homes are now installed with modern fuse boxes called 'consumer units', which contain circuit breakers or trip switches. If a fault occurs, these circuit breakers switch off to prevent injury and damage. If you do not have trip switches in your home and have fuses that can be rewired, please don't try to repair or replace them. Contact us to arrange an appointment.

Trip switches can operate for various reasons, including:

- ▶ an overloaded circuit – for instance, too many appliances being used at the same time
- ▶ faulty or misused appliances – for example, cookers and extension leads
- ▶ dirty cookers or toasters
- ▶ overfilled kettles
- ▶ faulty immersion heaters
- ▶ light bulbs blowing.

If your lighting circuit goes off, check that the trip switches marked 'lights' are switched on. If any are off, turn off the main switch (usually the red one at the end), reset the circuit breaker and turn the main switch back on. Check to see which lamp has 'blown'. If your sockets go off, unplug everything and turn off the main switch (this is usually the red one at the end), reset the circuit breaker and turn the main switch back on. Go around your property plugging appliances back in until you find the one with the fault. You may need to have the appliance replaced or repaired by a qualified electrician. If an appliance is faulty, do not put the plug back in.

Warning – never tamper with the electricity company's fuse, meter or seals. You should contact your electricity supplier.

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