

Looking After Your Home

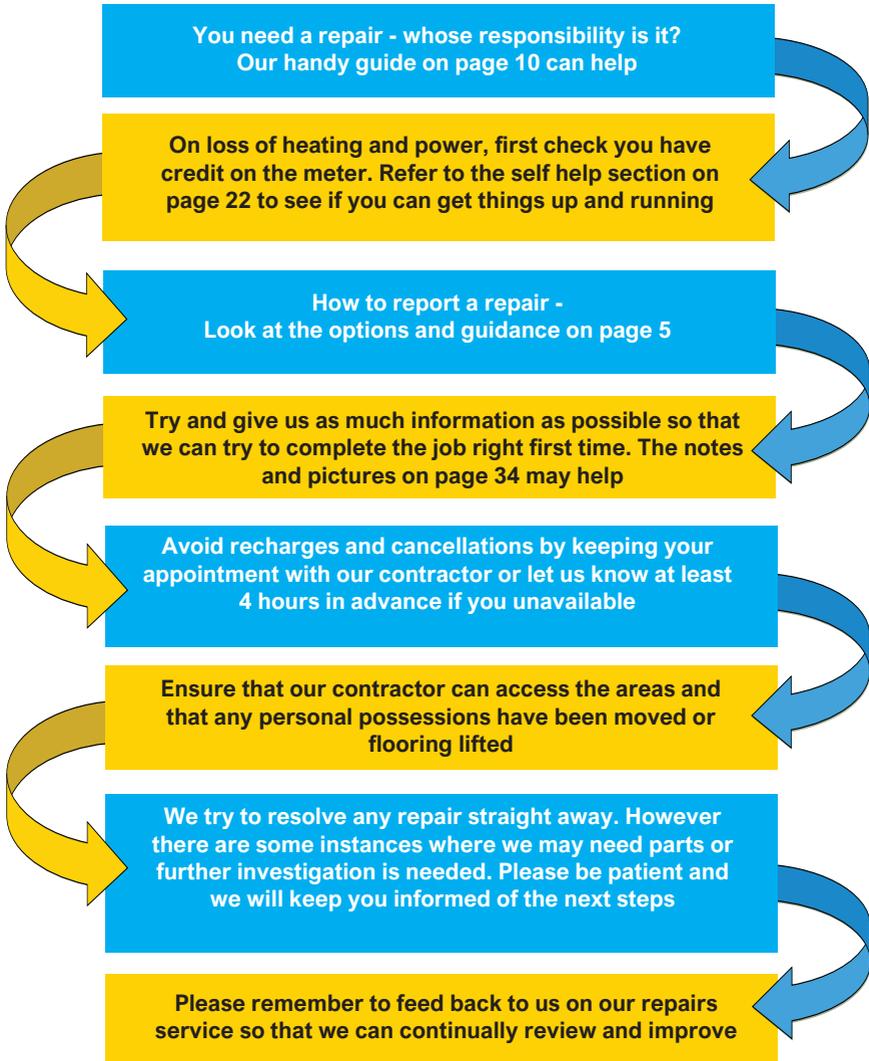


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Looking after your home

We aim to carry out repairs quickly and efficiently and to provide you with a quality service at all times. Under the terms of your tenancy, you are responsible for keeping your home in good condition, and you must take responsibility for some minor repairs. Details of the repair responsibilities can be found on page 10 of this guide.



Help us to help you

Keep your repairs and inspection appointments or advise us as early as possible if you are not going to be available for them.

- Treat our employees and contractors with respect and courtesy at all times, both face-to-face and over the phone. We will not tolerate abuse of our employees or contractors under any circumstances and we may refuse to complete your work because of it.
- Please do not smoke in the presence of our staff or contractors.
- Please be understanding, we will try our best to complete every repair quickly, but sometimes additional parts may be needed or a larger repair planned.
- Take note of safety advice and instructions given to you by our staff or contractors.
- Keep young children and animals away from staff, contractors and work areas while repairs are taking place, and don't allow them to play with any equipment.
- If possible, clear access to work areas and remove items that may be in the way. Please remove delicate or expensive items from the work area.
- Ensure that someone over the age of 18 is present to allow staff or contractors into your property.

How to report a repair

If something needs repairing in your home, refer to our repairs checklist at the front of this guide. Most repairs are free and if there is a charge, we will discuss this with you before any work is undertaken.

Ways to report:

- Online: using <http://www.tuntum.co.uk>
- Email: admin@tuntum.co.uk
- Telephone: 0115 9166066 (during working hours)
- Office: 90 Beech Avenue, New Basford, Nottingham NG7 7LW

For emergency repairs out of office hours, please call 0115 9152222. In these cases, we will carry out a temporary repair to stop the emergency situation and make it safe. We'll then order a further job and make an appointment with you, so that the repair can be completed.

It is your responsibility to report repairs to us. Please do not report repairs directly to the contractors.

Repairs will be carried out by appointment usually during normal office hours. **(Please give us as much information as possible about the repair)**. Tell us how to contact you and when you will be in so that the contractor can contact you to make an appointment. Sometimes we will need to inspect the repair first.

Please be aware that missed appointments cost us money and we will recharge you in accordance with our recharge policy.

When you report a repair:

- Tell us if you have reported this repair before
- Tell us what the problem is. Please use this repair guide to give us as much information as possible
- Tell us when we can visit
- Provide us with a telephone number or email address that we can contact you on

We categorise all repairs that are reported to us. The categories are defined below.

Emergency repairs

These are repairs which are needed to avoid serious health and safety problems or prevent serious structural damage to your home. This service is to make your home safe and will be carried out within 24 hours. Occasionally we may be able to carry out a full repair, but where this is not possible the follow-up repair will be re-prioritised once the emergency has been dealt with. Emergency repairs include:

- Serious fires
- Securing main doors or broken windows
- Leaks leading to severe water penetration/burst pipes
- Complete/Partial loss of power or lighting
- Total loss of heating

Urgent Repairs

These are non-emergency repairs. We will carry out these repairs within 5 working days. They include:

- Roof leaks
- Leaks which are containable
- Non-emergency electrical repairs
- General repairs to heating/hot water systems
- General repairs to joinery and plumbing fittings where these constitute a health and safety problem.

Non-urgent Repairs

These are repairs which do not fall in to the emergency or urgent category. We will carry out these repairs within 21 working days.

They include:

- Minor plumbing repairs
- Repairs to fittings
- Plaster defects
- Replacing rotting windows and doors
- Replacing fencing

When required, an inspector will inspect the repair before issuing an order. Please remember that some repairs are larger jobs and may take longer to carry out, for example the replacement of windows or doors or the installation of a new boiler. We will always aim to keep you informed of how long the repair will take.

When we pass your repair to a contractor, we will issue a repairs order. This will include your address, access instructions, a description of the repair, your name and contact number, and the level of priority. A copy of the repair order will be sent to you.

Planned maintenance and large improvement work

Some maintenance work may be part of a larger scheme involving your home and a number of other properties. These schemes may include damp-proofing works, replacing fencing, replacing roofs, upgrading heating systems and replacing windows and door frames. We'll give you full details of the work before we start and you may also be given choices about colours and styles. We will discuss this with you in advance.

Access for repairs - make sure you're home

It is a condition of your tenancy agreement that you give Tuntum Housing Association and our representatives access to your property for inspections and repairs.

If we can't gain access, your job will be cancelled and you will need to contact us again. You will be charged for a missed appointment and you may also be charged if further works are needed due to the delay in repair.

We aim to give you reasonable notice of at least 24 hours, except in the case of an emergency. If you report an emergency repair, you need to stay at home so we can get to you as soon as possible,

If you don't give us access to carry out repairs, we may have to apply for an injunction and start legal proceedings against you. This could result in your eviction. Of course, we will only do this as a last resort. We simply want to look after your home and we are sure you want this too.

Staying safe - how to identify our contractors

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

You may wish to give us a password when you report your repair. We will pass this on to our contractor and you can ask them to quote this.

If you have any doubts about letting someone into your home, call us immediately.

What if I lose my keys or fob?

It is your responsibility to replace any lost or stolen keys. If you have lost a key or fob to a main entrance door, please contact us to purchase a replacement. We need two forms of identification before we can issue any replacements. If you are locked out of your home, you are responsible for regaining entry.

Your responsibilities

You are responsible for keeping your home in a reasonable condition and carrying out minor repairs. The table below sets out your repair responsibilities. We understand that some jobs may be difficult for you to do, especially if you are elderly or disabled or have no one to help out. If this is the case, we can help. We may be able to offer a handyman service, with fixed price charges for common jobs so you know beforehand what it will cost. Please email us to discuss your needs at - admin@tuntum.co.uk or telephone on 0115 9166066.

Item	Tuntum	You	Exception / Comments
Maintenance to communal areas to flats including doors, door entry systems, flooring, car parks etc	✓		Repairs to communal areas will form part of your service charges
External painting and decorating to property	✓		
Internal decoration and cleaning to the property		✓	Unless it is a communal area
Clothes poles, washing line, rotary driers		✓	
Driveways and paving	✓		Unless damaged by you.
Fencing, gates & external boundary walls	✓		Unless damaged by you. NB Some fences and boundary walls may be shared with neighbours.
Garages and outbuilding	✓		Unless damaged by you.
Sheds		✓	
Bath, taps, shower units, shower screens, bath panels, tiles and sealant	✓		You are responsible for cleaning mould & limescale around tiles and sealant
Battery operated Smoke detectors and Carbon Monoxide detectors		✓	These are both tested annually with your gas servicing
Easing and refitting doors after carpets have been laid.		✓	
Easing windows that have been stuck after internal painting (unless the painting was done by Tuntum).		✓	
Flooring, carpets and laminate		✓	Unless provided by Tuntum. You are responsible for taking up flooring to allow access for repairs
Kitchen units, worktops, sinks and base units	✓		Replaced as fair wear tear. You are responsible for cupboard hinges, handles, etc. and any damage caused by you including damage by overloading cupboards and drawers.
Light bulbs, including fluorescent tubes and starters		✓	Lights to communal areas are maintained by Tuntum and form part of your communal service charges
Loose screws on doors, gate or window furniture.		✓	
Plugs and chains, replacement WC seat		✓	
Renewal or repair of door handles, cupboard catches and hinges (including kitchen unit doors).		✓	
Replacement of hat and coat hooks.		✓	
Replacing or repairing damaged or missing internal doors.		✓	
Shower curtain & rail		✓	Tuntum may fit these with bathroom upgrades but the ongoing maintenance and replacement will be your responsibility

Item	Tantum	You	Exception / Comments
TV aerials, TV & phone sockets		✓	Communal systems are maintained by Tantum and form part of your communal service charges
Wash hand basin, baths, bidets, taps, tiles, sealant	✓		You are responsible for cleaning mould & limescale around tiles and sealant
WC, cistern, handles or push buttons	✓		Unless damaged by you
Door locks	✓		Unless damaged by you
Door numbers, letter plates and flaps, door bells		✓	Except where doors are under warranty
Buildings Insurance	✓		Tantum is responsible for insuring the building but not the contents in tenants' homes
Contents Insurance		✓	You are responsible for insuring your furniture, belongings against theft, fire, vandalism and water damage. We recommend you include insurance to cover lost or stolen keys.
Blocked Gully		✓	
Blocked waste to bath, basin, sink, toilet and shower.		✓	
Drain blockage	✓		Chargeable if due to misuse. Shared drains are maintained by Severn Trent.
Drain covers, inspection chambers, gully grids and surrounds	✓		Unless damaged by you
Electric fires, storage heaters and electric fitted heaters and extract fans.	✓		Unless damaged by you
Electrical wiring, light fittings, sockets, switches and fuse boards	✓		Check meters and self help guide
Heating and Hot Water Systems, Boilers, gas fires, cylinders, radiators, valves, controls and pipe work.	✓		Unless damaged by you. You are responsible for topping up boiler pressure
Servicing of gas appliances, boiler and fires	✓		Not tenants' own appliances e.g. cooker
Brickwork, external rendering, damp proof course, plastering	✓		Unless damaged by you
Ceilings	✓		Unless damaged by you
Floor boards, stairs, banister rails, balustrades, skirting boards, door frames	✓		Unless damaged by you
Glazing		✓	Not rechargeable if crime number provided
Roofing, chimney stacks and pots, guttering and downpipes, soffit and fascias	✓		
Window frames and furniture		✓	Not curtain rails or blind fittings

Which repairs will I have to pay for?

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

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

If a repair has been caused by someone else's vandalism, you need to report the incident to the police and get a crime reference number. We will only act to make it safe until we receive a crime reference number.

Examples of instances where a recharge may be made are given below. More information on the recharge process can be found in our Recharge Policy on our website <http://www.tuntum.co.uk/>.

Rechargeable Repairs

- Damage resulting from negligence
- Deliberate or accidental damage by you, your family or visitors
- Where you have removed fixtures, fittings, walls, alterations and works to any part of the building, its outbuildings or garden and boundaries without prior written permission from us.
- Where you have carried out work with permission but it was not completed to an appropriate standard.
- Damage resulting from inappropriate use of the property (e.g. blocking toilets or sink/bath wastes)
- Rubbish left at the property.
- Electrical work carried out by someone other than a certified electrician.
- Gas works carried out contrary to gas regulations
- Loss of keys or security fixture keys

- Damage resulting from illegal use of your property.
- Damage to your property caused by lawful entry by police and other authorised bodies
- Inappropriate use of our out of hours emergency assistance service
- Missed appointments

If you do not carry out any repairs or replacements that you are responsible for, then we will recharge you for any costs that we incur fixing the issue at a later date.

Appointments and missed appointments

We offer an appointment service for all of our non emergency repairs, gas servicing and repairs that need to be inspected.

After you report a repair to our Customer Services Team, a contractor will ring you to make an appointment.

Appointments will be either morning or afternoon on the agreed date. If the repair appointment offered is not convenient, you will have the opportunity to re-arrange it.

Once made, it is important that you make every effort to keep the appointment. If you are out when the worker calls they will leave a call card. We will recharge you for missed appointments where you did not give at least 4 hours notice and the job will be cancelled.

Customer Care

To ensure that you and your home are treated with respect, Tuntum maintains a Code of Conduct for all staff to follow and our contractors work to a Charter whilst visiting or working in your home.

Your feedback is important to us. Please use the feedback form sent out with your repairs order to tell us whether you are happy with the repair.

We may also wish to visit to check that a repair has been carried out properly and that you are happy with it. We usually contact you where access is required to inspect work.

We will contact you if you indicate that you are not satisfied, and all responses are recorded and used to make improvements to our repairs service.

What can I do if I'm not happy?

Step 1 : Who do I contact if I want to raise an issue?

We always try to get things right first time, but we appreciate that this does not always happen. If you are not happy, your first step is to contact our Customer Services Team at admin@tuntum.co.uk or on 0115 9166066. Our staff are there to help resolve your issues quickly and will refer your query on if necessary.

Step 2 : What do I do if I'm still not happy?

If you are not satisfied with our first response, you can request that the issue is looked at by the Maintenance Team on 0115 9166066.

If you are still unhappy, you can make a formal complaint. Our 'Complaints, Comments & Compliments' guide explains the process and includes a complaints form you can complete.

Please email us at admin@tuntum.co.uk or telephone us on 0115 9166066 to request a copy of this guide.

Right to repair legislation

The Right to Repair scheme came into force in April 1994. The scheme covers small urgent repairs costing up to £250 which have to be completed within specified times.

If the repair is not completed within this time, you can ask us to appoint a second contractor to complete the work.

If the repair is still not completed by the end of the second period, you may be entitled to compensation in accordance with our compensation policy.

The Right to Repair Scheme does not apply if:

- You have agreed an appointment for the repair to be carried out beyond the specified time
- You have told us that you no longer want the repair carried out
- You haven't allowed the contractor access to carry out the work.

In some cases, we may have to inspect the repair before work begins to make sure that it is covered by the Right to Repair Scheme.

If parts are required to complete the repair, the scheme allows for the specified time to be reasonably extended. All repairs should be reported to Tuntum as normal. If you want further information about claiming compensation, please contact us at admin@tuntum.co.uk or telephone 0115 9166066.

Improving your home

Tuntum has a legal responsibility to ensure its properties are safe, secure and in good condition. This legal responsibility will, in some circumstances, extend to cover alterations undertaken by others. It also extends to leaseholders where Tuntum also holds a share in the ownership of your property. We are required to monitor, approve and inspect alteration or improvement works carried out in your home.

We recognise that you may wish to personalise your home to suit your own tastes and requirements and we are happy to permit certain alterations or improvements, providing these are undertaken safely and do not adversely affect the condition of the property.

Any work you wish to undertake in the house, other than simple internal decoration, is classed as an alteration or improvement.

You must have written permission from us before undertaking any works to your home. We will provide you with an application form which you must complete and return to us, giving the details and timescale of the proposed work. This form must be signed by the tenant(s) and, where work will directly affect your neighbour(s), they must also sign to confirm their agreement to the planned change. We will assess your application, and if the proposed change is acceptable, we will issue written permission for the work. More information and guidance can be found on our website.

What if I have carried out works without permission?

In cases where you have already carried out alterations without permission you may be asked to remove or reinstate the property to its previous condition. If we need to “make good” and work or check that it has been carried out to a certain standard you will be recharged for the repairs.

In some circumstances, if the repair relates to work you have carried out or if we need to disturb alterations you have made to make a repair, we may recharge you in full for the cost of any repair work.

Please contact us at admin@tuntum.co.uk or on 0115 9166066 for an application form or for more information.

Home Safety

Gas Servicing

We will service your gas heating system every year to check that it is operating efficiently and safely. Our contractor will advise you by letter when your service is due.

If the suggested time, is not convenient you can re-arrange your appointment by contacting the contractor directly or by contacting us on 0115 916066 or at admin@tuntum.co.uk

All appliances must be serviced each year and it is important we have your co-operation to do this.

If you do not let us into your home, as a last resort we may have to get a court order to gain entry and we will charge the cost of this to you.

You will be given a safety certificate on completion of the servicing.

Gas Fires & Central Heating

If your central heating has broken down, check the following:

- Is the power turned on?
- If gas, is the pilot light lit?
- Is the boiler thermostat set correctly?
- Is the timer switch set correctly?
- Is the room thermostat set correctly?
- Do you have the necessary credit on your Gas & Electric meters?

If these have all been checked and your heating is still not working, please report it to us. Sometimes heating systems do break down and cannot be fixed immediately. Sometimes parts are not available or a new installation may be required. Our contractors will provide temporary heating. Please contact us if you are not offered any temporary heating and would like some.

If it still does not work then contact us by email at admin@tuntum.co.uk or telephone on 0115 9166066.

Gas Safety

If you smell gas, contact the National Grid Gas Emergency Service on 0800 111 999 and follow these instructions:

- Don't turn electrical switches on or off
- Turn off the gas supply at the meter
- Don't smoke
- Don't use naked flames
- Open doors and windows to get rid of the gas

Carbon Monoxide

We service all gas appliances every year and this reduces, as far as possible, the risk of there being any problems. However it is important to be aware of the dangers of carbon monoxide.

When gas does not burn properly too much carbon monoxide is produced. You can't see, taste or smell it but carbon monoxide can kill without warning in a matter of hours. Early symptoms of carbon monoxide poisoning include tiredness or drowsiness, headaches and pains in the chest or stomach. You are most vulnerable when you are asleep.

Gas appliances that have not been properly installed or serviced and do not have enough ventilation can cause carbon monoxide poisoning. The risks are very low as we service gas heating and hot water appliances in your home every year.

As a tenant you should take the following precautions:

- Never block the air vents in your home, as they provide the air needed by appliances
- Never block outside grills
- Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames, soot and stains around the appliance and pilot lights which frequently blow out.
- Always use a Gas Safe registered engineer to install and service your gas cooker.
- Always allow us to service the gas appliances in your home.

- For your safety, it is important that you tell us if you need to sleep in a room where there is an open flued gas appliance for example a fire or a back boiler.
- Never use a rotary ceiling fan in a room at the same time as a gas appliance. This can cause toxic fume hazard.

Asbestos

There may be asbestos in your home, but it is only dangerous when it is disturbed and fibres are released into the air. This can happen when it is cut, sanded or drilled, which is why it is important that you contact us for permission before starting any improvements.

If the asbestos in your home is not likely to be disturbed, we may decide not to remove it.

Asbestos could be found in:

- corrugated or flat cement roofing and wall panels
- ceiling and floor tiles
- bath panels
- textured coatings such as Artex
- boilers and flue pipes
- drainpipes and gutters

The list above is not exhaustive and if you wish to decorate, carry out works, or think that you have got asbestos in your home and would like more information, please call Customer Services on 0115 9166066.

Fire

What precautions can I take against a fire?

- Never leave cigarettes burning
- Never smoke in bed
- Keep matches away from children
- Never leave the room when a hob or grill is on
- Regularly check electrical appliances and their leads
- Do not overload plug sockets
- Make sure you know where your door and window keys are and have an evacuation plan
- Close all inside doors at night when you go to bed
- If you have battery-operated smoke alarms, check them every week
- If you do not have any smoke alarms, please contact us and we will fit one free of charge.

If you live in a flat, please make sure you are aware of the fire procedures for your block and contact Tuntum if you are concerned about any aspect of fire safety within the block.

If a fire breaks out in your home, call 999 immediately and follow the advice they give you.

Service Contracts

Tuntum will enter into service contracts for the maintenance of items such as central heating, boilers and lifts where appropriate. This will involve an annual inspection of such facilities which will ensure that the condition of such installations remain satisfactory and in compliance with relevant legislation.

Legionella

What is Legionella?

Legionella is a bacteria commonly found in natural sources of water. Under certain circumstances, Legionella can be a risk and infection can occur, but this is extremely rare.

What can I do?

To reduce the risk, you can take the following precautions:

- If you have a shower, regularly descale and clean the shower head to protect against the risk of Legionella

- If you are going on holiday or away for longer than a week, take the shower head off and place it in a bowl of diluted disinfectant or a shower head cleaning agent
- When you return, run the shower without the shower head for a few minutes and then refit it.
- Garden taps and hose pipes can accumulate stagnant water, if left unused outside, especially in warm weather. Remember to flush outdoor taps and hoses regularly and do not use spray attachments if there may be stagnant water present in the hose.

Condensation and Ventilation

Every property gets condensation, especially when the weather is cold and when lots of moisture and steam is produced, for example when cooking.

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

- Keep your home reasonably warm most of the time
- Do not use liquid or propane gas heaters
- Provide ventilation by keeping some of the windows open. In winter open the windows a little when they are misted up
- Wherever possible, dry your clothes outside
- Keep bathroom and kitchen doors shut and windows open, especially when cooking, washing or bathing
- When cooking do not allow pans or kettles to boil any longer than necessary
- Avoid putting beds and wardrobes against outside walls

To make sure you have adequate ventilation in your home:

- Never block up any air bricks or vents which give under floor ventilation
- Never disconnect or block outside vents – this could be very dangerous if your home has gas heating
- Never seal up unused fireplaces without leaving ventilation
- If you have plastic windows or modern timbers, keep the small trickle vent in the window open

If condensation persists, contact the Maintenance Team at Tuntum at admin@tuntum.co.uk or on 0115 9166066.

Care of your home & self help tips

General Advice

Regular cleaning and checking can help maintain your home and prevent faults occurring.

- Doors: ease hinges and locks with a little lubricating oil.
- Gullies: clear gullies of any leaves or debris.
- Gutters and downpipes: are any leaking or blocked?
- Heating: has the system been serviced?
- Stoptaps and gate valves: check you can turn them freely.
- Taps: remove limescale from taps with a descaling solution or vinegar.
- Waste pipes: clean through your basin, sink or bath wastes with a suitable solution from a DIY or general store.
- Windows: clean windows and wipe down sills to remove condensation puddles.

Clearing a blocked waste pipe

Blockages to waste pipes are usually caused by a build-up of fat, grease, tea-leaves, or hair in the waste trap.

The trap is located underneath the basin, sink or bath and it always holds some water. This stops air or foul smells coming up the drain. However, waste material can build up and cause a blockage. Traps can easily be unblocked by unscrewing the joint and cleaning them out. Before you unscrew the trap, place a bucket underneath to catch any water.

To keep your wastes flowing freely, regularly pour a kettle of boiling water down them to clear any fat or grease that may have built up. Please do this carefully to avoid injury from the boiling water. If the blockage is in the soil stack or main drain this will need to be cleared by us.

Note: Waste pipes and traps can be kept clean and cleared with suitable products available from most DIY stores. Do not use caustic soda as it destroys modern plastic fittings.

Avoiding blockages

Blockages are often caused by flushing objects or substances down the toilet or drain that should not be disposed of in such a way.

This includes:

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

If we clear a blockage caused by one or several of these objects getting stuck, you will be charged for the work.

Unblocking a basin, sink or bath

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

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

1) Wearing rubber gloves, bale out most of the water into a bowl using a jug or cup, until the sink is half full. 2) Wet the rag and hold it tightly over the overflow opening. 3) Place the plunger over the plug-hole and pump up and down rapidly until the blockage clears.

Unblocking a toilet

To unblock a toilet you will need:

- a bucket;
 - a bowl or jug;
 - a plunger and rubber gloves.
1. Wearing rubber gloves, remove some of the water into a bucket using a bowl or jug and pour it away in the outside drain;
 2. Push the plunger to the bottom of the pan and pump up and down rapidly about 10 times. This creates a pressure vacuum, which may shift the blockage.
 3. Pour water from a bucket into the pan and see if it clears; if necessary, repeat this process several times until the toilet flushes normally.

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

If the fault cannot be rectified, call us on 0115 9166066.

Cookers

Unless owned by Tuntum, it is your responsibility to maintain and repair your cooker.

If you are disposing of or renewing your cooker, it is your responsibility to disconnect your old cooker and have the new one connected properly. This work must be carried out safely by a qualified electrician or Gas Safe fitter.

If a cooker outlet (or terminal box) is fitted, the connections must be made at that point. If your electric cooker stops working make sure:

- The cooker switch is in the 'on' position;
- The cooker trip switch is on in your fuse box. (See page 37 for more information);
- Check there is credit on your meter or that your bill has been paid.

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

Do not use the oven if there is a fault.

Our contractors do a general gas safety check during their service visits and they are obligated as Gas Safe Practitioners to isolate any dangerous appliance

and this does include your cooker. If our contractors isolate your cooker, it is your responsibility to repair and reconnect the appliance.

Call us to report faults with the electrical circuits only or faults on the gas supply pipe on 0115 9166066 or email admin@tuntum.co.uk

Please be aware that we will recharge any costs arising from abortive visits which are due to faulty tenant appliances.

Electrics

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

If all of your electricity goes off:

1. Check you have credit on your meter or that your bill has been paid
2. See if there has been a power cut by checking whether your neighbours or the street lights are on.
3. If there has been a power cut, you will need to contact your electricity supplier for assistance.
4. If the electricity meter is faulty, vandalised or damaged you will need to contact your supplier.

Fuse box

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 power to prevent injury and damage. If you do not have trip switches in your home and have rewirable fuses instead, we recommend that you do not attempt to repair or replace them. This work should be carried out by a qualified electrician.

Switches can be tripped for various reasons, including:

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

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

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

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

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

Light fittings

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

If possible, do this during daylight and make sure the light switch is turned off before you start. If you are not sure, turn off the circuit at the fuse box. (See page 37 for more information). Light bulbs and fluorescent tubes can become hot while they are switched on, so be careful and let them cool down before you touch them.

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

If a lighting point is not working or a light is flickering, switch it off and do not use it. You may need to have it replaced or repaired by a qualified electrician. Call Tuntum to report the fault on 0115 9166066 or email admin@tuntum.co.uk

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

Sockets and power

Do not overload sockets.

Overloading sockets is dangerous and can trip your electrics or possibly lead to electrical fires.

Extension leads and adaptors have a limit on how many amps they can take, therefore be careful not to overload them.

Never plug an adaptor into an adaptor.

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

Water Leaks

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

Do not touch electrical points if you have wet, damaged or dangerous electrical points

If you smell burning, or if a fitting is damaged and showing exposed cables or connections, do not use it. If safe to do so, switch it off.

If you are not sure which circuit it is, switch everything off at the fuse box. Call Tuntum to report the fault on 0115 9166066.

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

Frozen pipes

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

Burst pipes

- Turn off the water at the main stoptap.
- Turn off any water heaters.
- Turn on all your taps to drain water from the system. This may take about 15 minutes.
- When the water stops running turn all your taps off.
- If electrical fittings are getting wet do not touch them. Turn off the electricity at the consumer unit or fuse box.

See page 45 for more information.

Call Tuntum to report the fault on 0115 9166066.

Heating

Check the following before you report a repair to us:

- Is the gas supply turned on and is there credit on the gas/electric meter?
- Has a fuse in the mains board 'tripped'? If so, reset the circuit breaker. (See page 37 for more information).
- Is the pressure correct on the boiler. This may need topping up (Please see guide below on repressurising your boiler)
- Are all electrical switches to the heating turned to the 'on' position?
- Is the timer, clock or programmer set to come on properly? Slide the heating control to the 'on' position or '24hr' setting.
- Is the room thermostat set correctly? To get the heating to come on you may need to turn the thermostat up to a higher setting.
- Are all your boiler controls and any switches feeding the boiler, turned to the 'on' position?

If your heating is still not working, call Tuntum to report the fault.

Radiators

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

How to bleed your radiators

- Turn off the central heating.
- Insert a radiator bleed key into the bleed vent.
- Hold a cloth underneath the bleed vent to catch any excess water.
- Undo the bleed vent in an anti-clockwise direction and to a maximum of one turn.
- You should hear a hissing noise which is the air escaping.
- As soon as water starts to appear, turn off the bleed vent by turning it in a clockwise direction – do not over-tighten.
- Turn on the central heating and recheck the radiator.

Note - Some central heating systems are sealed, therefore after removing the air from your radiators the system will need re-pressurising. (See next page for more information). If your radiators are hot at the top and cold at the bottom, this is an indication that the system may need a power flush to remove sludge and debris from the system. Please report this to us at admin@tuntum.co.uk or on 0115 9166066.

How to re-pressurise your sealed system

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

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

- Turn off the boiler.
- Find your filling loop, usually on the pipe work underneath the boiler. Please get the service engineer to show you how to do this at your next service visit.
- Connect the filling loop (if not already connected).
- To fill, slowly turn the handle of the filling inlet valve to the 'on' position. Water may be heard entering the system or boiler.
- As water enters the system or boiler the pressure gauge will start to rise.
- Continue to fill the system or boiler until the gauge is showing between 1 bar and 1.5 bars. Please be careful not to overfill the boiler as this can cause damage to it.
- Turn the handle of the filling inlet valve to the 'off' position.

Electric Heating

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

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

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

Remember - The heaters will only charge overnight, so it is important that you wait until the next day before you report the repair. If after waiting, there is still a fault, call Tuntum on 0115 9166066 or email admin@tuntum.co.uk

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

Immersion & Showers

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

Showers

Before you report a repair;

Please check which type of shower you have before you report a problem.

Electric showers usually have a pull switch nearby and there are lights or indicators which show that there is power. Please check the shower pull switch to see if it has been switched off. If none of these are present, it is not an electric shower.

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

Frost Precautions

In the cold weather try to keep your home reasonably warm both day and night. If you are going away or leaving your home empty for a few days, turn off the water at the stopcock and drain all water off the system by turning on the taps and flushing the toilet. Make sure all the water has stopped running before you leave home. Alternatively you could leave your heating on low. This will prevent damage caused by pipes freezing.

If you have a burst pipe then turn off the water supply at the main stopcock and turn on the taps to drain away the water supply. Turn off any immersion heaters or water heaters to prevent them from overheating. Turn off your central heating system if the leak is on pipe work serving the radiators as this system will include a pump which is likely to increase the flow from any leak.

Contact the office as soon as possible so we can arrange emergency repairs on 9166066 or email us at admin@tuntum.co.uk

Infestation & Pest Control

If you find rats, mice, cockroaches or any other pest in your home, please contact your local council's Public Health Department for assistance. Your council may charge you for the services they provide. Tuntum is not responsible for the eradication of pests in your home, but will assist your Pest Control contractor if building works are required in conjunction with this eradication i.e. drain repairs, cementing up holes etc.

Electricity, Gas and Water Supply

Before you move into your new home you should arrange for the gas and electricity boards to connect the supplies in your new home. You will be responsible for all charges except for any lighting in the common or shared areas.

Smoke Alarms

If you have battery powered smoke alarms it is your responsibility to change the battery from time to time as necessary. We will check the operation of the alarms annually when we service the gas appliances. If you do not have smoke detectors fitted please contact us and we will arrange to fit them free of charge.

You should still test smoke alarms regularly (at least 2 or 3 times a year) to make sure they are working properly. Report any faults to our Customer Services Team as a repair request at admin@tuntum.co.uk or on 0115 9166066.

Burglar Alarms

We do not usually fit burglar alarms. If, however, you have moved into a property where an alarm is already fitted, this will be maintained and serviced by us, but we will recharge the cost of this back to you as a service charge.

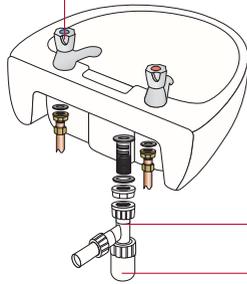
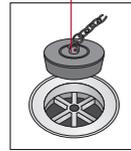
Identifying a fault and its number

Basins

- 1 Tap is leaking
- 2 Tap will not turn on or off (seized)
- 3 Tap is loose
- 4 Basin taps are broken

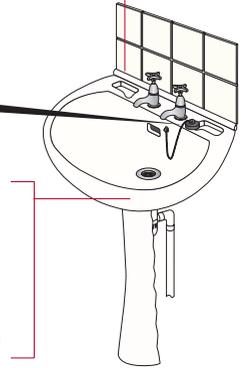
8 plug and chain is broken or missing

12 Water is seeping between basin and wall



- 5 Waste is leaking
- 6 Waste is blocked
- 7 Trap is broken

- 9 Basin is loose
- 10 Basin only is cracked or broken
- 11 Basin and pedestal is cracked or broken

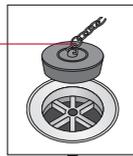


Sinks

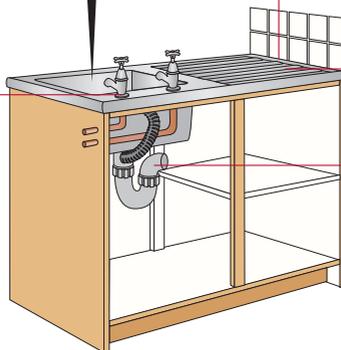
1 Plug and chain is broken or missing

6 Water is seeping between sink and wall

- 2 Tap is leaking
- 3 Tap will not turn on or off (seized)
- 4 Tap is loose
- 5 Sink taps are broken



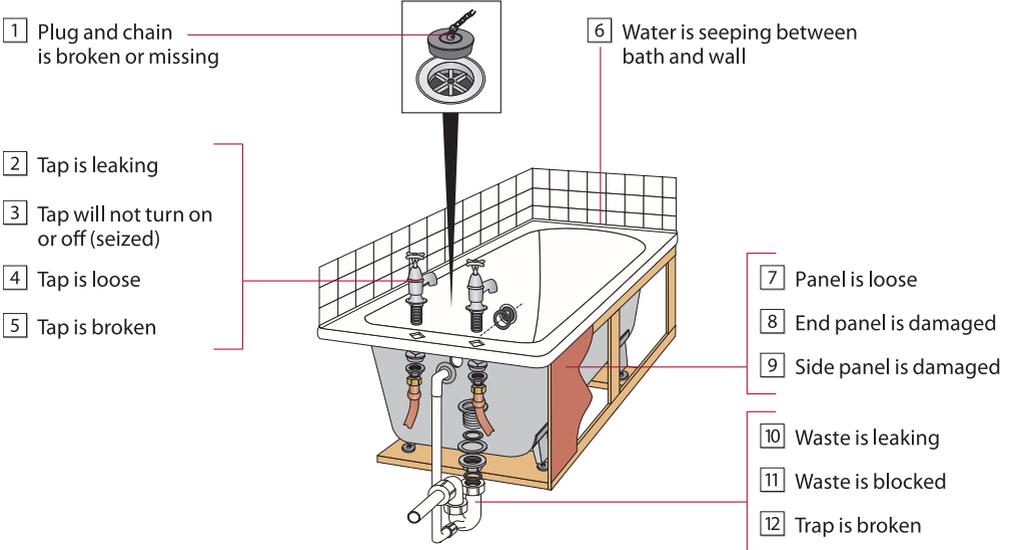
- 7 Sink top is loose
- 8 Sink top is broken



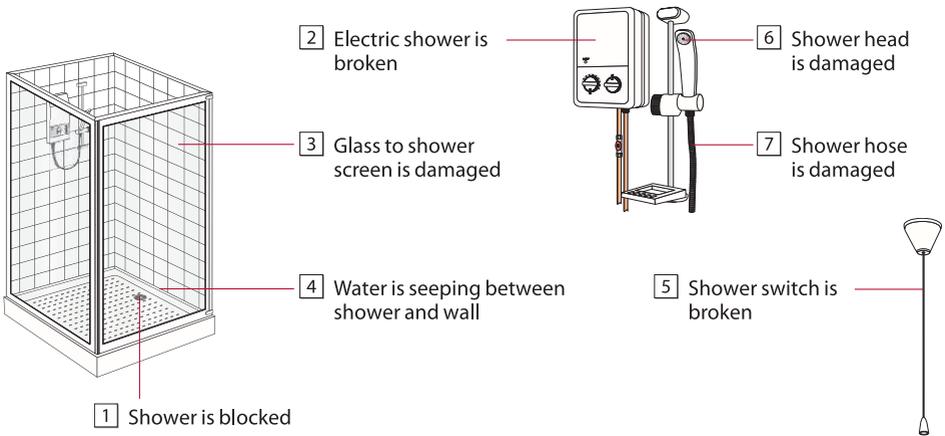
- 9 Waste is blocked
- 10 Trap is broken
- 11 Waste is leaking

Identifying a fault and its number

Baths

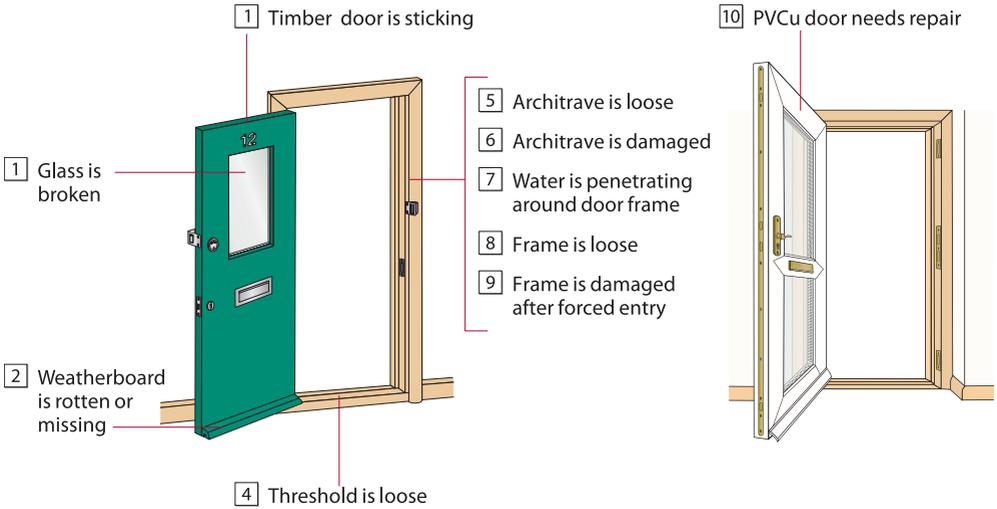


Showers

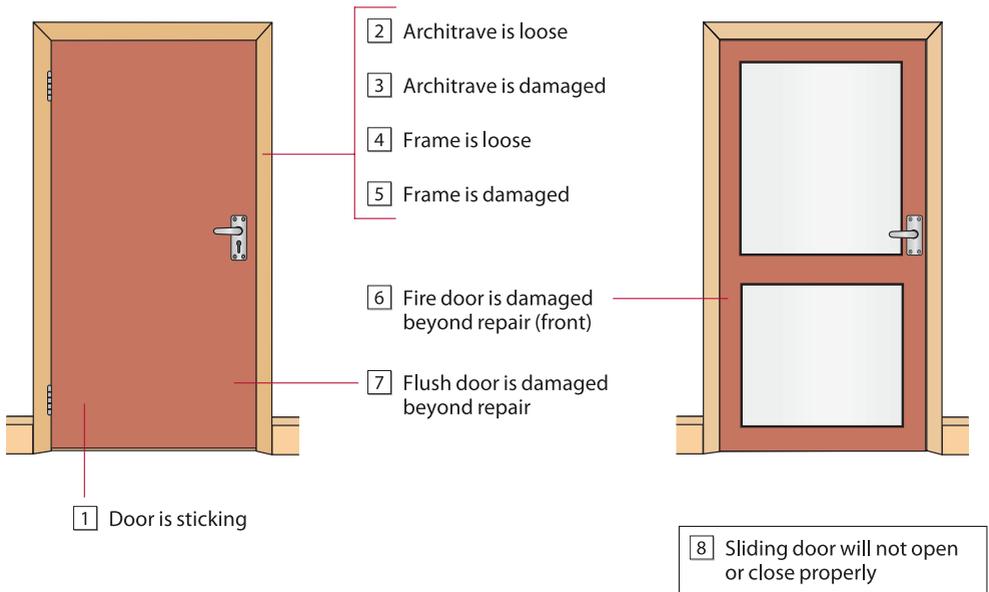


Identifying a fault and its number

Front and Back Doors

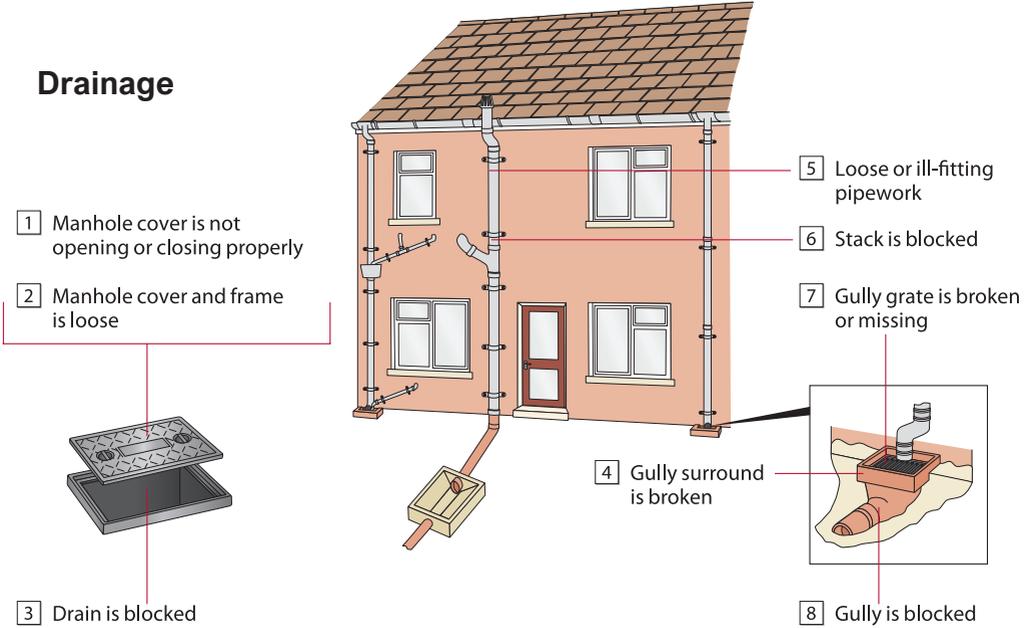


Inside Doors



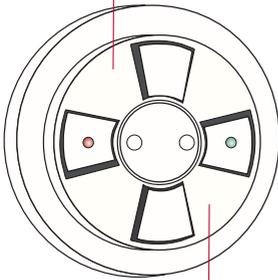
Identifying a fault and its number

Drainage



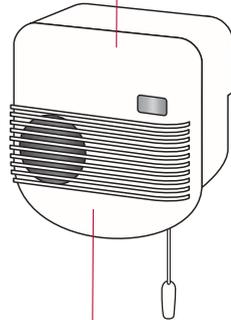
Extractor Fans and Smoke Detectors

1 Smoke detector is not working



2 Smoke detector is damaged beyond repair

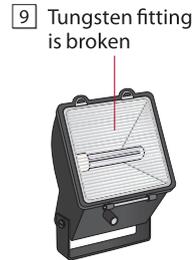
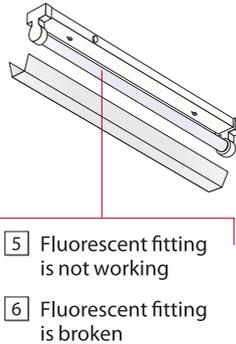
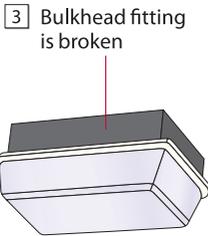
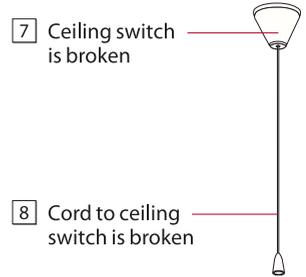
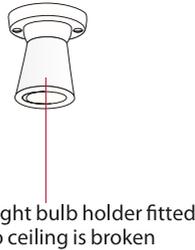
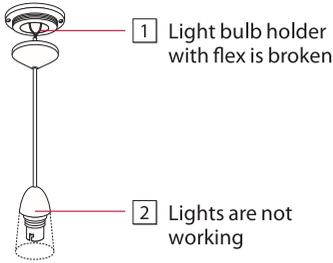
3 Extractor fan is not working



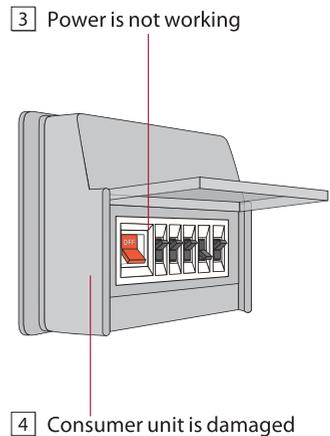
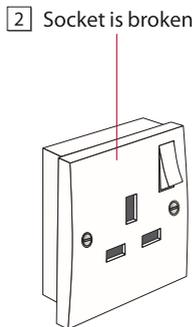
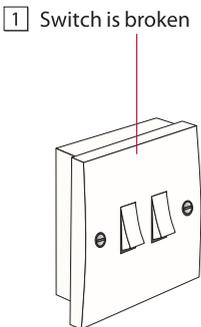
4 Extractor fan is damaged beyond repair

Identifying a fault and its number

Lighting



Sockets, Switches and Power



- 5 Water has leaked onto electrics
- 6 Mounting box to switch is broken
- 7 Electrical safety text needed

Identifying a fault and its number

Floor, Wall and Ceiling Repairs

- 1 Plaster on ceiling is damaged



- 2 Skirting is loose
- 3 Skirting is broken



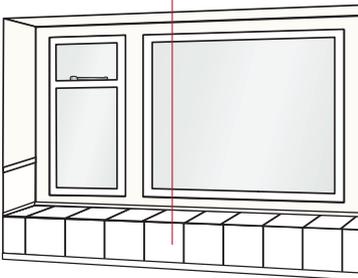
- 4 Plaster is cracked
- 5 Plaster on wall is damaged
- 6 Plaster around fitting is cracked

- 7 Single floorboard is loose
- 8 Area of floorboards are loose
- 9 Floorboards are damaged (approximately 1 square metre)
- 10 Floorboards are damaged (over 1 square metre)

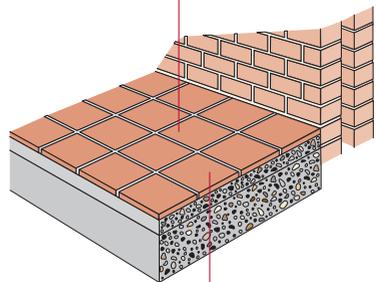
- 11 Duct casing around pipework is damaged

Tiling

- 1 Wall tiles are loose
- 2 Single wall tile is broken
- 3 Wall tiles are broken



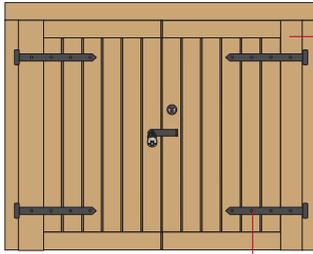
- 4 Quarry floor tiles are broken



- 3 Vinyl floor tiles are broken

Identifying a fault and its number

Garages



1 Timber garage doors will not open or close properly

2 Hinges are broken

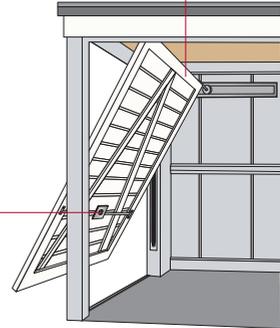
3 Lock to up-and-over metal garage door is broken

4 Locking handle to up-and-over metal garage door is broken

5 Lock bar to up-and-over metal garage door is broken

6 Up-and-over metal garage door needs repair

7 Up-and-over metal garage door is loose



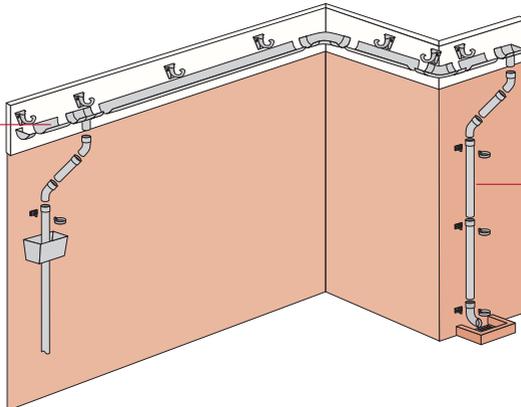
5 Access to garage is needed

Gutters

1 Gutter is blocked

2 Gutter is leaking

3 Gutter is broken or missing



4 Downpipe is blocked

5 Downpipe is loose

6 Downpipe is blocked

Identifying a fault and its number

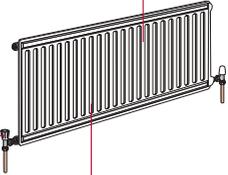
Heating

1 Glass to solid-fuel fire is damaged



7 Radiator is cold at top

8 Radiator is loose



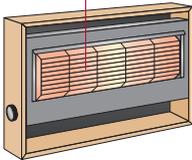
4 Radiator valve is damaged

2 Boiler control is faulty



9 Radiator is leaking

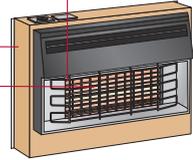
3 Wall heater is damaged beyond repair



10 Gas fire is damaged beyond repair

5 Gas fire is loose

6 Radiants to gas fire are damaged

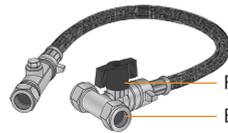


11 Heating is not working properly

12 No heat

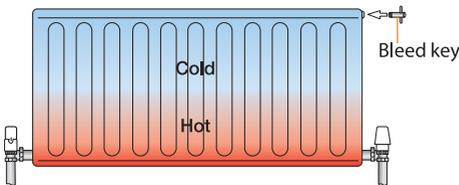
13 Water leak

Radiator, boiler filling loop and pressure gauge

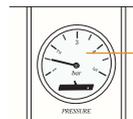


Filling inlet valve

Boiler filling loop



Bleed key

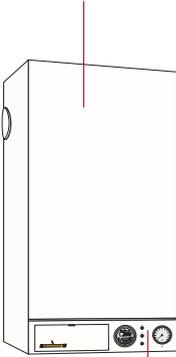


Pressure gauge on central heating boiler

Identifying a fault and its number

Hot Water

1 Boiler is not working properly



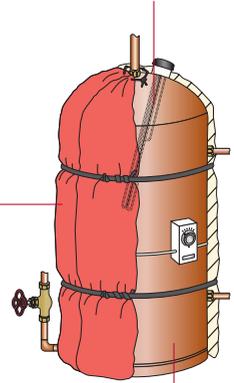
2 Pipework to boiler is leaking

3 Boiler control is faulty



4 Jacket to cylinder is damaged or missing

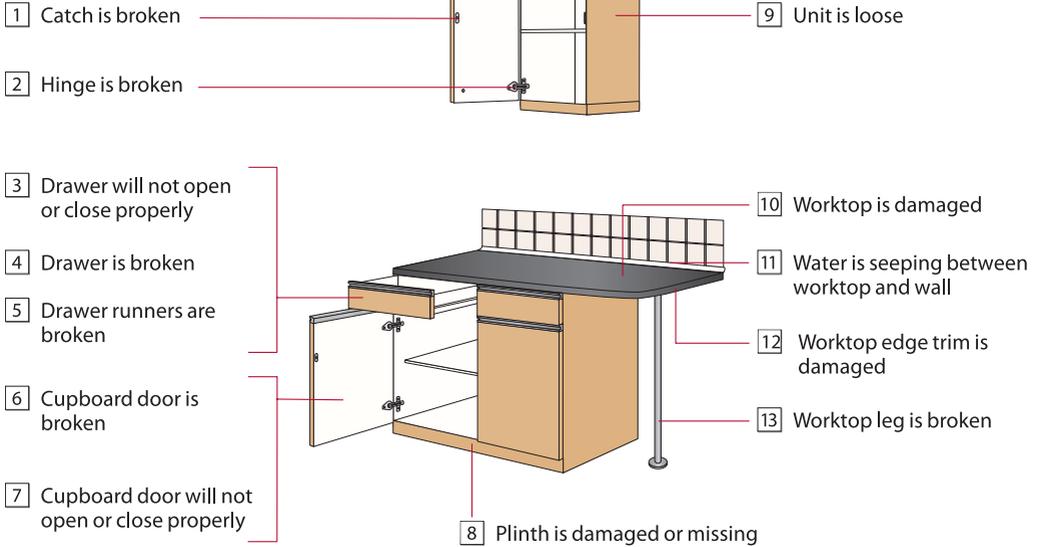
4 Immersion is too hot or cold



5 Cylinder is leaking

Identifying a fault and its number

Kitchen Units



1 Catch is broken

2 Hinge is broken

3 Drawer will not open or close properly

4 Drawer is broken

5 Drawer runners are broken

6 Cupboard door is broken

7 Cupboard door will not open or close properly

8 Plinth is damaged or missing

9 Unit is loose

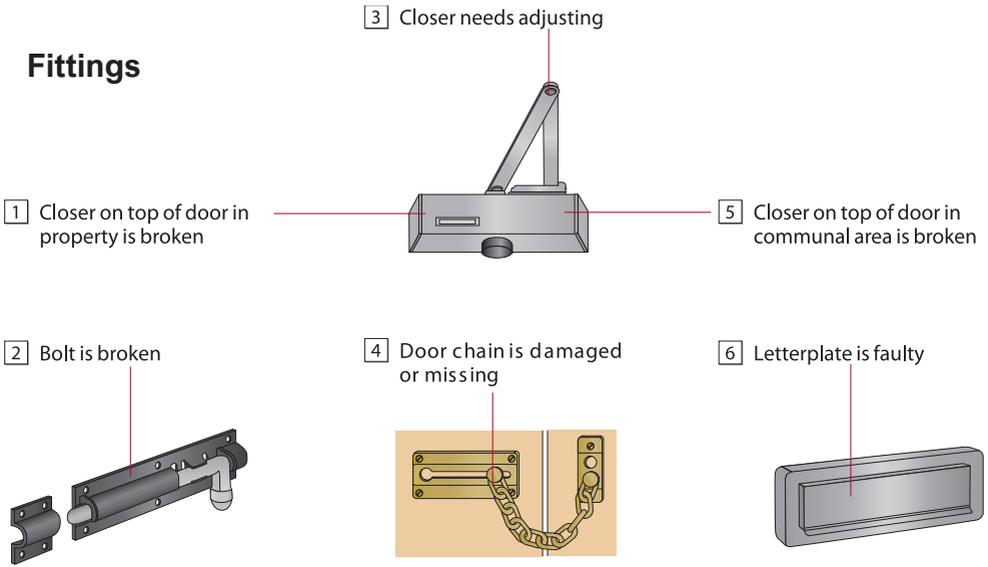
10 Worktop is damaged

11 Water is seeping between worktop and wall

12 Worktop edge trim is damaged

13 Worktop leg is broken

Fittings



1 Closer on top of door in property is broken

2 Bolt is broken

3 Closer needs adjusting

4 Door chain is damaged or missing

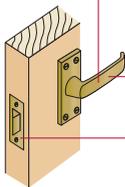
5 Closer on top of door in communal area is broken

6 Letterplate is faulty

Identifying a fault and its number

Locks and Latches

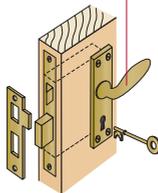
- 1 Mortise handles are damaged beyond repair



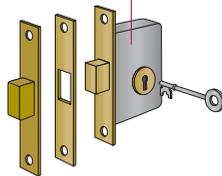
- 2 Handle only is broken

- 3 Mortise latch is broken

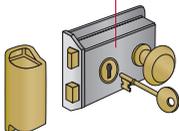
- 4 Mortise lock with handle is broken



- 5 Mortise lock without handle is broken



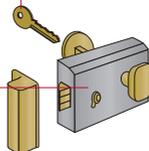
- 6 Rimlock is broken



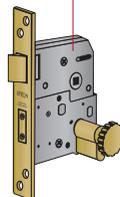
- 7 Yale type lock is broken

- 8 Yale type lock needs repair

- 9 Keys to Yale-type lock need replacing

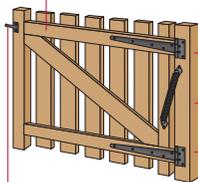


- 10 Keys to Euro profile-type lock need replacing



Gates and Fencing

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



- 4 Timber gate post is damaged

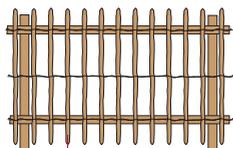
- 5 Timber gate post is broken

- 6 Concrete gate post is broken

- 8 Metal gate is damaged beyond repair

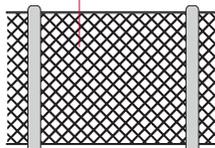


- 2 Gate catch is broken or missing

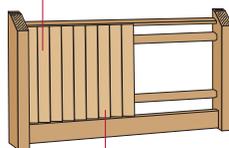


- 3 Fence paling is broken

- 7 Chainlink fence is loose



- 9 Timber fence is damaged



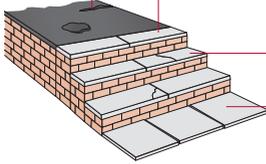
- 10 Timber fence boards are damaged

Identifying a fault and its number

Walls, Paving and Steps

1 Tarmac path is damaged

2 Concrete path is damaged



3 Step is loose

4 Step is damaged

5 Paving temporary repair needed

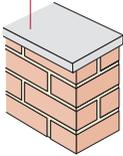
6 Paving flag is loose or uneven

7 Paving flag is broken

8 Brick paving is loose



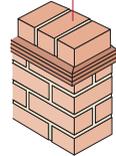
9 Stone coping on wall is loose



10 Hanging tiles are loose – up to 10



12 Brick coping on wall is loose



11 Hanging tiles are broken or missing – up to 10

Roofs

1 Chimney pot is damaged or missing

2 Chimney is blocked

3 Wire birdcage is damaged or missing to chimney pot

4 Metalwork on roof is damaged or causing a leak

5 Plain tiles are loose

6 Plain tiles are broken or missing

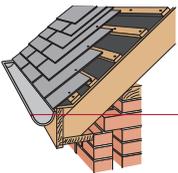
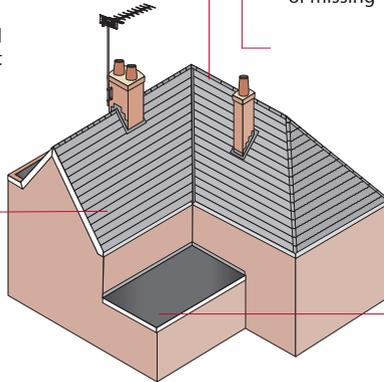
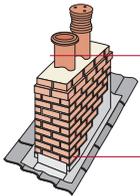
7 Slates are loose

8 Slates are broken or missing

9 Concrete joint is cracked or broken

10 Ridge tile is loose

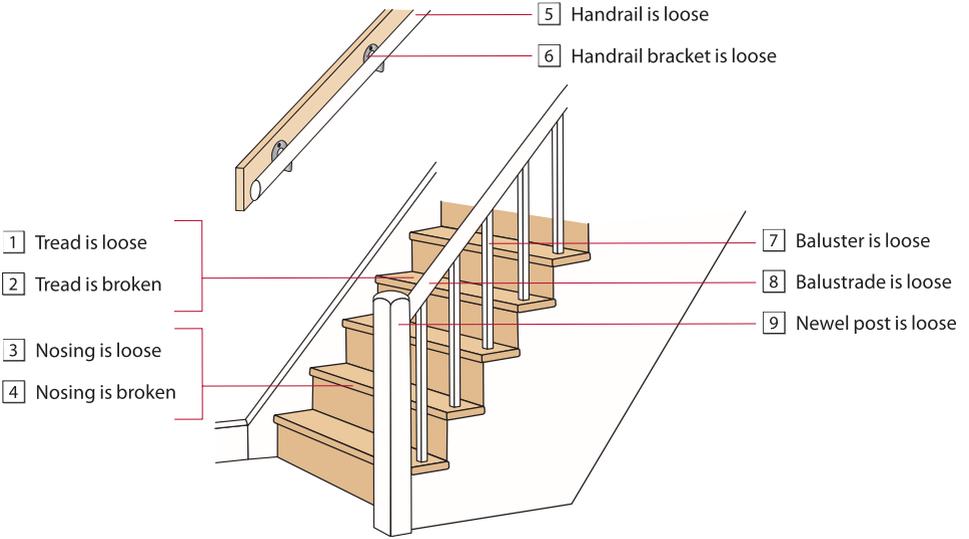
11 Ridge tile is broken or missing



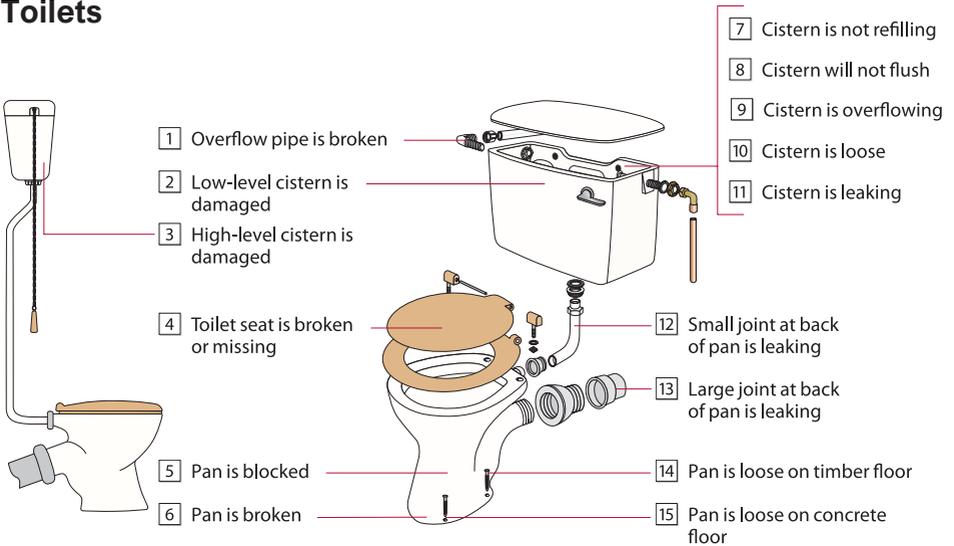
13 Scaffold tower needs erecting or dismantling

Identifying a fault and its number

Stairs



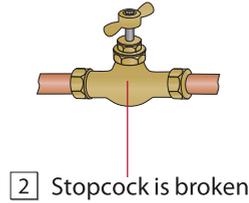
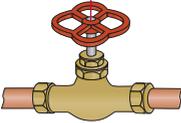
Toilets



Identifying a fault and its number

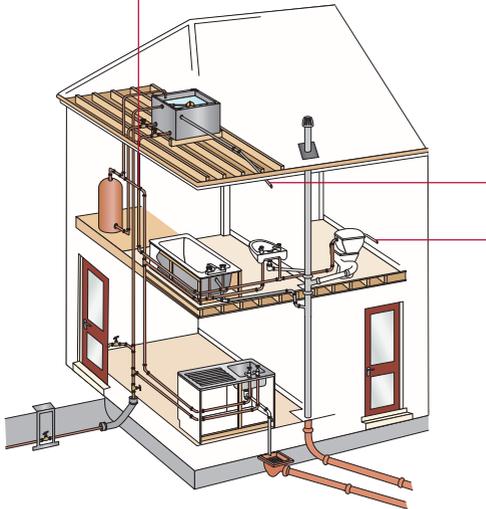
Water Services

1 Gate valve is broken



3 Water pipe is leaking

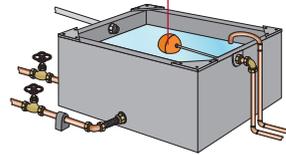
4 Unidentified water leak



2 Stopcock is broken

5 Cold-water tank is overflowing

6 Cold-water tank is leaking

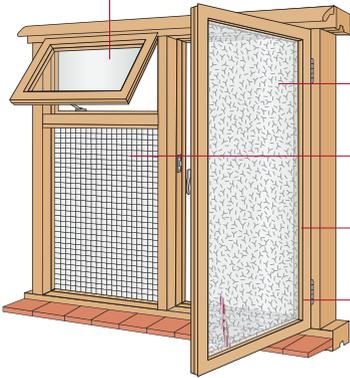


7 External overflow is running

Identifying a fault and its number

Windows - Glazing

1 Clear glass is broken



2 Obscure or patterned glass is broken

3 Georgian-wired glass is broken

4 Glazing bead is broken or missing (timber window)

5 Putty is broken or missing

6 Clear double-glazed unit is broken

7 Obscure or patterned double-glazed unit is broken



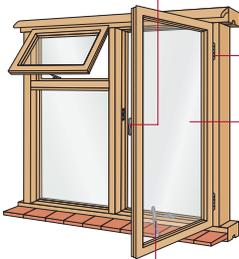
Window Repairs

1 Silicone sealant around window is damaged

2 Pointing around frame is damaged

3 Draughts around window

4 Casement fastener is damaged or missing



5 Casement stay is damaged or missing



6 Hinge to PVCu window is damaged

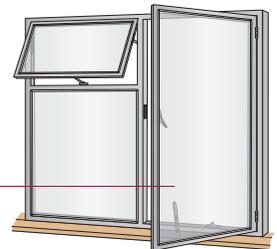
7 Hinge to timber window is damaged

8 Casement window is not opening or closing properly

9 Metal window is not opening or closing properly

10 Lock to PVCu window is damaged

11 Locking handle to PVCu window is damaged





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