

Emergency repairs guide



This leaflet gives you information and hints and tips on emergency repairs -
what you should do to report them and the service we will provide

Emergency repairs guide

This leaflet gives you information about emergency repairs - what you should do to report them and the service we will provide.

It also includes hints and tips on carrying out repairs around the home that you can do yourself.

It should be used alongside your repairs handbook, which is a more complete guide to all types of repair.

Reporting repairs

When you report an emergency repair to us we will ask you a number of questions:

- Your name, address and for a telephone number which must accept incoming calls
- Details of the repair - for example where it is and what is affected. We will ask you if you are able to resolve the problem with advice over the telephone. We can offer help on how to reset your trip switch or Residual Current Device (RCD) and turn off water to stop overflows and leaks
- To ensure someone is at the property to allow us or a contractor to come and do the work
- Whether you are hard of hearing or have any disability or difficulty getting to the door.

How to contact us

Telephone: 08000152076

Website: www.avhl.co.uk

Email: enquiries@avhl.co.uk

Visiting in person:

Asher House, Asher Lane
Ripley, DE5 3SW

We are open for tenancy and general enquiries 8.30am - 5pm Monday to Friday.

Emergency repairs

If you report a repair as an emergency, we will discuss the details with you to make sure that it really is an emergency. We will also offer advice to see if we can help you sort the problem over the telephone or reduce the emergency nature of the call. We need to make sure we provide our emergency response service to the most serious cases - to help those in greatest need.

An emergency repair is needed where there is a serious risk to you or your family's health and safety, or where the home is not safe and secure and the repair cannot reasonably wait until the next working day.

We will complete these repairs within 24 hours or make them safe by carrying out a temporary repair until a permanent repair is possible.

If the emergency is a loss of heat in winter months, we will provide temporary heating if no other form of heating is available. You will receive £2 a day towards the cost of running the temporary heaters.

Examples of emergency repairs:

Total electric failure

Total heating failure 1st October-1st May (when no other heat is available including gas or focal electric fires).

Lost keys/ securing property - a crime number is required from you or the work may be recharged.

Fire or flood damage

Burst pipes, tanks, cylinders which are causing significant damage.

Blocked drains (leaking sewage)

Blocked toilet (if there is only one in the home)

Constantly sounding smoke detectors

Concerns about gas safety If you smell gas you should phone 0800 111 999, turn off the gas meter at the control valve and do not smoke or strike matches.

Repairs - who is responsible?

We are responsible for the structure of your home. You are responsible for keeping the property clean and in good decorative order and for any repairs caused by neglect, carelessness or misuse.

A full list of responsibilities can be found in your repairs handbook.

If you report a repair to us that is not an emergency, or we do the repair for you but it wasn't our responsibility, we will recharge you the cost of the work.

Please note that the current cost of a recharge - to attend jobs that are not an emergency - is £94 including VAT. This may be subject to change.

Repairs hints and tips

Here is a guide to non-emergency repairs around the home, which you can do yourself.

Changing a fluorescent tube or starter

If the tube is flickering or only lighting at the ends, the starter needs to be renewed. You can buy a new starter from most DIY stores. If the tube is dim or shimmering, it is the tube which needs to be replaced.

Light bulbs and fluorescent tubes are your responsibility. Here's what to do:

- Turn off the light at the switch
- If the light has a cover, remove it by pulling away the support bracket at one end and releasing it.



To renew the starter:

- Twist the existing starter anti-clockwise and pull it out
- Put a new starter in and turn it clockwise to lock it in.



To renew the tube:

- Release the tube by pulling away one of the support brackets at the end
- Fit the new tube by inserting the pins into the holes in each support bracket
- Replace the cover.

Sounding smoke alarm



A smoke detector may go off if:

- A heater or clothes drier is too near it
- Someone smokes a cigarette or pipe near it
- An aerosol spray is used near it
- There is excessive steam from cooking, for example roasting meat or burnt toast.

To check your alarm is working properly, press and hold the test button for a few seconds - the alarm should sound. If the alarm does not sound, try cleaning it and test again.

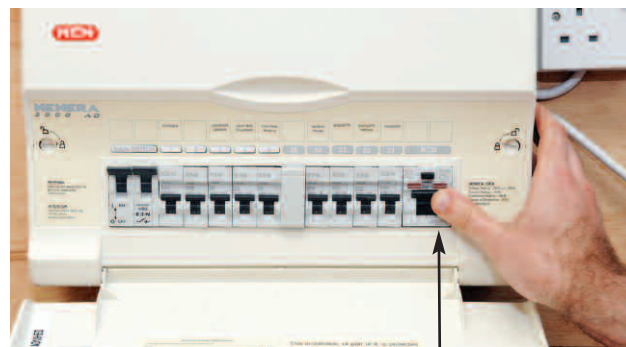
Vacuum the alarm to remove any build-up of dust or dirt. If the alarm still does not sound when tested after cleaning, contact us.

Electrical failure/no power

If your power goes off it means the trip switches are working properly and you can find out what caused the problem quite easily. Check electrical appliances as there might be a fault with one and it could trip the switch on the circuit breaker. If the power goes after turning a light on, it is most likely that the bulb has blown and needs replacing.

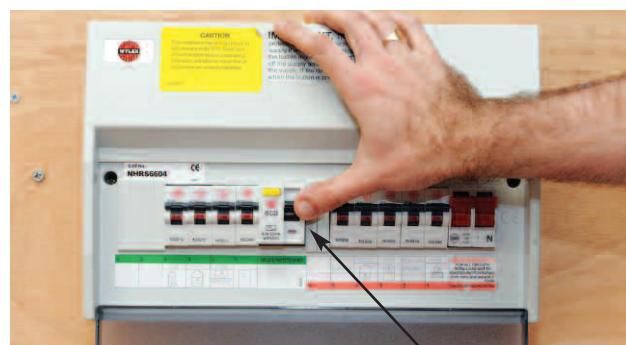
We will not treat a blown bulb as an emergency repair as all bulbs are your responsibility to replace.

We will not replace or renew covers to kitchen lights. If you are unsure you can ask a friend or relative to help change bulbs and fluorescent tubes.



Residual Current Device (RCD) location - panel type 1

RCD which sits in mid position when tripped. To reset the RCD it must be pushed down to off position, then pushed firmly up to the on position.



Residual Current Device (RCD) location - panel type 2

RCD which sits in down/off position when tripped. To reset the RCD push firmly up to the on position.

A guide to your consumer unit

Some properties also have smaller switches instead of fuses. These are Miniature Circuit Breakers (MCBs) If a circuit is overloaded, or a fault occurs, the MCB protecting that circuit will automatically switch off the electricity.

To identify the source of the problem, you should:

- Switch off the MCB switches.
- Return the Residual Current Device (RCD) switch to the 'On' position as per the instructions and pictures above

- Switch on each MCB in turn until the RCD automatically switches off.

This identifies the circuit with the problem

- Switch off and unplug all appliances connected to the problem circuit. Switch the RCD and MCBs to 'On'.

Re-connect each appliance in turn until the MCB switches off. This identifies the faulty appliance. Do not attempt to use that appliance until it has been repaired or replaced.

You may be able to use a different circuit to run your appliances to reduce the need for an emergency call.

If you call us out to reset trip switches or RCDs you may be recharged as this is your responsibility. Where there is a fault in the fixed services you will not be charged.

Overflows and blockages



If the toilet or cold water storage tank is overflowing, you should try and turn off the cold water at the main stop valve, or local isolating valve, as shown in the picture.

Clearing a blockage - It's a good idea to clear waste pipes and traps at least once a month with a suitable product from DIY stores.

How to unblock a toilet



Push the brush or plunger to the bottom of the pan.

Pump the plunger up and down vigorously for about 10 times. This creates a vacuum and pressure, which may shift the blockage.

Flush the toilet to see whether the blockage has gone.

Repeat this process several times until the toilet flushes normally. If there is no improvement after several attempts, you should contact us.

Wash your hands and disinfect all equipment thoroughly after you have finished.

How to unblock a washbasin or sink



Bale out most of the water.

Hold a rag tightly over the overflow opening.

Place the plunger over the plug hole and pump up and down rapidly.

If the basin or sink is already full, remove some of the water into a bucket using a jug or bowl.

Clearing blockages - It's a good idea to keep waste pipes and traps clear by avoiding putting fat and debris down.

Remember unblocking waste pipes is your responsibility. You may be charged if you call us out to unblock them.

Avoiding blockages

To avoid blockages, air fresheners that attach to the rim of the toilet pan should be fastened securely to ensure they do not fall in.

Blockages are usually caused by unusual objects: nappies, toys, sanitary towels, air fresheners, etc. If such a blockage occurs as a result of one or several of these objects becoming lodged, you may be charged if you call us out to clear the blockage.

Carbon Monoxide Detector

If your carbon monoxide detector starts to sound, check what gas or solid fuel appliances are being used in the room. Note this down so you can tell the call centre. Switch off all gas appliances and ventilate the area where the alarm is situated.

What should I do if I think my appliance is spilling carbon monoxide?

- Switch off the appliance and do not reuse it until action has been taken
- Shut off the gas supply at the meter control valve (if you know where it is)
- Open all doors and windows to ventilate the room - do not sleep in it

■ **Telephone the repairs helpline - 0800 0152076.**

How do I know if I am at risk from carbon monoxide?

Although carbon monoxide (CO) is a colourless, odourless and tasteless gas, signs of carbon monoxide can include:

- Yellow or orange rather than blue flames (apart from fuel effect fires or flue-less appliances which display this colour flame)
- Soot or yellow/brown staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation inside.

When things go wrong

If you are not happy with the service you have received we would like to hear from you. Your comments may help us to improve our standard of service.

For more information

For more about repairs in and around the home, check your repairs handbook or visit our website at www.avhl.co.uk

If English is not your first language and you would like to receive this information in a language familiar to you please contact:

如果英語不是你的母語，你希望獲得此資訊的你熟悉的語言版本，請聯繫：

Falls Englisch nicht Ihre Muttersprache ist und Sie diese Informationen in einer Ihnen vertrauten Sprache wünschen, kontaktieren Sie bitte:

यदि अंग्रेज़ी आपकी मूल भाषा नहीं है, और आप इस सूचना को अपनी परिचित भाषा में प्राप्त करना चाहते हैं, तो कृपया संपर्क करें :

Je eli angielski nie jest Pana/Pani pierwszym j zykem i chciałby Pan/Pani otrzyma te informacje w zrozumiałym dla siebie j zyku, prosimy o skontaktowanie si z

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਸੀਂ ਕਿਸੇ ਅਜਿਹੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜੋ ਤੁਸੀਂ ਜਾਣਦੇ ਹੋ, ਇਹ ਸੂਚਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਸੰਪਰਕ ਕਰੋ:

Si el inglés no es su idioma natal y desea recibir esta información en un idioma que le sea familiar, póngase en contacto con:

اگر انگریزی آپ کی اصل زبان نہیں ہے اور اگر آپ یہ معلومات کسی ایسی زبان میں حاصل کرنا چاہیں جس سے آپ مانوس ہوں تو براہ کرم رابطہ کریں:

Please also contact us if you would like this leaflet in large print, Braille or on audio tape. Tel: 01773 573100.



For more information contact:

**Amber Valley Housing Limited, Asher House,
Asher Lane Business Park, Ripley, Derbyshire, DE5 3SW**

T: 01773 573100 E: enquiries@avhl.co.uk www.avhl.co.uk