This book tells you about the repairs and maintenance service we provide to you as our tenant. It also tells you what we need to know to arrange a repair to your home and gives you guidance on how to do some simple tasks yourself.

Contacting us

Before you contact us about a repair

- We need you to check out the details of your repair. Please look at the menu at the side of this page and find the sections that deal with your type of repair. By giving us as much information as you can, you can help us get your problem fixed quickly.
- When you talk to us, please have this book with you. Our staff have the same drawings on their computer screens, so can talk through the problem with you.
- Please decide when someone can be at home to let the repairs operative in. Someone over the age of 18 must be in the home while the repair is being done.
- For emergencies, please contact us by phone. If you call us about an emergency outside office hours, you will hear a recorded message which will give you advice on what to do. Do not make the problem sound more urgent than it is to get a quicker response. See Repair categories on page 9 for what we describe as emergency repairs.
Warning - check identity cards
Before you let anyone into your home to carry out a repair, inspection or gas servicing, check their identity card carefully. You can also ask to see their ‘works order’. Make sure it instructs them to do the repair or servicing you are expecting. If you are not sure, ask them to stay outside and phone us on 01246 242424.

Dangerous animals / Smoking
Tenants should ensure that all animals are kept under control and provide a safe, smoke-free working environment for Council Employees at all times. Failure to do so may result in further action being taken and/or refusal to work in their home.

To report a repair

Phone us ................................................................. 01246 242424

Visit your local Contact Centre: Monday to Friday 9am to 5pm
- 3 Cotton Street
  Bolsover   S44 6HA
- The Arc
  High Street
  Clowne S43 4JY
- 2a Main Street
  Shirebrook NG20 8AW
- The Hub
  Shiners Way
  South Normanton DE55 2AA

On-line repair request .............................................. www.bolsover.gov.uk
E-mail us ............................................................. enquiries@bolsover.gov.uk
Write to us Bolsover District Council, The Arc, High Street, Clowne S43 4JY
Facebook and Twitter
Reporting a repair

Please refer to page 9 for **Repair categories**.

When you report a repair

- Please do not make the problem sound more urgent than it is to get a quicker (emergency) response. If you do, we may charge you the cost of the call-out.

When work is going to be done in your home

- You need to make sure that the our repairs operative can get on with their work safely: keep an eye on your children, and keep any pets out of the way. They can refuse to work if they feel that their health or safety, or yours, is at risk.
- Our staff and contractors will treat you with respect. We expect you, members of your household and visitors to behave in a similar way towards them.
Tenant responsibility

Damage/rechargeable repairs

If you or someone in your home causes damage (or the police forced their way into the property), we expect you to get it repaired yourself. If you don’t and we have to carry out the work, you will have to pay for the cost of the repair.

You can only make a claim if the damage was caused by a member of the repairs team, or contractors working for us. If this is the case, you need to refer your complaint in writing to your local Contact Centre, clearly explaining the problem (see Contacting us on page 2 for the address). You should take out home contents insurance to help you pay for any other damage, for example accidents (see Home contents insurance on page 5).

Where tenants or visitors to their property have caused damage (such as a broken window) or been negligent (for example, locking themselves out of the property) the Council may charge for the cost of works to rectify the problem.

Tenants should be advised that a repair may be rechargeable at the time they report it. However, a recharge may be raised after this time, if appropriate. Tenants will be asked to sign a copy of a recharge form which outlines the works carried out. They may be asked to pay in advance for these works, or (at the Council’s discretion) they may be sent an invoice.
Tenant responsibility

- let us know as soon as you notice a repair is needed, including any repairs to any communal areas
- contact us promptly if a member of the Housing Repairs Team calls while you are out and leaves a card, as the work will be automatically cancelled, with the assumption that the inspection or repair works are no longer required
- let us into your home to carry out repairs, safety checks and any inspections that are needed
- keep the inside and outside of your home in a clean and reasonable condition
- decorate the inside of your home to a reasonable standard, including filling minor cracks or holes in walls
- repair and maintain any fixture, fitting or appliance you have put in, unless we have agreed to take responsibility for it
- take action to prevent condensation (see Handy hints on page 45).

Home contents insurance

Tenants are responsible for any repairs that can be funded from their own insurance cover, including damage to the structure of the building.

We strongly advise you to take out home contents insurance. This would cover you against damage to your belongings, carpets, furniture and decorations, including fire or flood damage, and accidents. The insurance may also cover certain items stolen in a break-in.

Home improvements

You can carry out many changes to your home, as long as you get our written permission before you start. You will be responsible for any repairs to the changes you make.
Tenant responsibilities

In the lists of tenant responsibilities below, those marked with a * may be carried out by the Council if there is no able-bodied person in the household. This is at the discretion of the Housing Repairs Team.

Electrical

- electrical plugs and fuses to your own appliances;
- repairing or replacing smoke or carbon monoxide alarms, unless installed by the Council (tenants are responsible for regular testing of alarms);
- burglar alarms, unless installed by the Council;
- aerials (other than Council-provided communal aerials);
- replacement of non-communal light bulbs;
- repairing or replacing door bells, unless installed by the Council;
- cooking facilities, unless supplied by the Council; and
- resetting trip switches*.

External

- paths, other than those that serve a front or rear entrance to the property;
- installing and maintaining fencing, unless adjacent to the public highway;
- garden maintenance, other than those tenants eligible for the assisted garden scheme; and
- replacing clothes lines between posts (except in communal drying areas).

General

- repairing or replacing any installation or fitting you have undertaken yourself, unless adopted by the Council;
- repairing or replacing any installation or fitting that the previous tenant made without Council permission, following an exchange;
- all internal decoration, including minor cracks or superficial damage to interior surfaces, such as plasterwork; and
- decorative items, such as curtain rails, picture rails, hangers and shelves.
Plumbing and heating
- draining down water systems before periods of absence in the winter months;
- adjustments to central heating clocks if inside your home (ie, not communal timers);
- sweeping chimneys and replacing ash pans, fire grates, fire bars and operating tools for solid fuel appliances (in addition to the annual sweep/service carried out by the Council or replacement once per year as a result of fair wear and tear);
- plugs and chains to sinks, bath and wash hand basins*;
- pipe work to washing machines*;
- cleaning and descaling sinks, baths, wash hand basins and external gulleys;
- replacing toilet seats*; and blocked wastes/toilets as the result of misuse*.

Doors and windows
- locks, padlocks and latches to sheds, unless supplied by the Council;
- replacing window keys;
- additional security measures, such as bolts and safety chains;
- additional door furniture, including house numbers, door knockers, pull handles and letterplates, unless they have been provided by the Council;
- adjusting internal doors after you have fitted floor coverings;
- window cleaning;
- replacement keys/additional keys are rechargeable items (please contact the authority);
- cracked/broken glazing, unless a crime reference number is provided.

Tenant responsibility
- doors and windows
  - locks, padlocks and latches to sheds, unless supplied by the Council;
  - replacing window keys;
  - additional security measures, such as bolts and safety chains;
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Report a repair on-line
www.bolsover.gov.uk
Capital work
Any works carried out as part of capital works by an external contractor are subject to a defects liability. The defects period is for 12 months after handover, during which time the contractor remains responsible for maintenance works relating to the contractual defects of the property. Contractual defects have to be due to the physical breakdown of the property or its components, and the breakdown should have occurred through defective workmanship or materials.

Right to buy applications
Where a tenant has submitted an application under the Right To Buy, only essential repairs will be carried out. Work will only be carried out on the property if there is danger to health, life or limb, to make the property secure, and wind and weatherproof. For example:
- structural damage;
- roof leaks;
- blocked drains (rechargeable);
- broken glass (rechargeable);
- burst pipes and other essential plumbing repairs;
- electrical and gas faults;
- dangerous floor boards; or
- insecure entrance doors (rechargeable).
Repair categories

■ Emergency. A repairs operative will call out as soon as possible but always within 24 hours (if you call outside office hours, we respond within four hours, subject to meeting the necessary criteria). This applies to work to remove immediate danger to people, avoid serious damage to the property and make the property secure.

■ Appointment. We will offer appointments up to 15 working days in advance. This is normally for internal work.

■ Non urgent. We will complete the repair within 30 working days. This applies to work such as minor roof repairs and plaster patching.

■ Routine. We will complete the repair within 60 working days. This applies to work such as gutter repairs and extensive plasterwork, which are not urgent.

■ Planned work. Up to 265 working days We put certain repairs into packages of work that can be carried out all together in an area. For example gas and solid fuel servicing, kitchen and boiler replacements.

■ Inspections. Any works which we need to inspect prior to ordering, will be dealt with on an individual priority basis.
What if the work is not done on time?

Under the ‘Right to Repair’ regulations, you have a right to have some repairs done within set time limits. These are repairs which could affect your health or safety if they are not carried out on time. They are called **qualifying repairs**. If you would like to know more about the Right to Repair, please contact us and we will explain it to you or send you the relevant information.

What if I can only be in at certain times?

If nobody is at home when a member of the repairs team calls at your property at the appointment time, they will leave a card telling you that we have cancelled the repair. If no appointment was agreed, they will leave a card asking you to contact us. If you do not contact us within the next 10 days to confirm you still want us to do the repair, we will cancel the repair. If you do not contact us to re-arrange the inspection or carry out the repair works originally raised, we will assume that the inspection or repairs are no longer required.
Our service

Our responsibilities

We repair and maintain the structure and outside parts of the property you live in, such as gutters and roof tiles. Inside your home, we are responsible for water and gas pipes, wiring, heating systems, drainage, power and light fittings, and any items we provided when you moved in, but not items that are your responsibility (see Tenant responsibility on page 4).

Note: Leasehold repairs are subject to the leasehold policy.

Outside, we maintain all fences and walls that are next to a road or public path, main paths leading to the front and back doors, and any brick sheds or outbuildings we originally put up. We do not maintain general garden paths or garden features such as patios.

We are also responsible for repairs and maintenance to any communal areas that we own.

Safety

We are responsible for carrying out a safety check every year in each of our properties with gas/solid fuel heating appliances and any properties where asbestos containing materials have been found.
Our responsibilities

Structure and outside
- drains, gutters and outside pipes;
- roofs and chimneys;
- doors, windows and outside walls;
- external paintwork;
- floors, ceilings and internal walls;
- paths and steps; and
- walls and gates.

Electricity, gas and water
- water heaters, fitted fires and central heating systems;
- electrical wiring, sockets and switches;
- internal pipes, baths, sinks, basins, toilets and showers; and
- other appliances (such as TV aerials) installed and owned by the landlord.

Common areas and facilities
- common entrances, halls, stairways and passageways;
- internal paintwork in common areas;
- play, parking, storage and any other external common areas; and
- lifts, rubbish chutes and entryphone systems.
Our standards

All our staff are expected to follow the Council’s Customer Service Code of Practice and Standards. This is set out on our website www.bolsover.gov.uk.

Anyone working in your home must:
- introduce themselves and show you identification before entering
- be polite and patient with you, and treat you with respect
- keep any appointments
- explain what they are going to do and discuss how this will affect you or your neighbours, and let you know about how the work is going
- protect your belongings from damage, dust and paint
- make sure materials and tools do not cause danger to anyone
- clear waste materials from your home at the end of each working day
- tell you when they turn off electricity, water or gas and make sure these are connected at the end of the day
- be dressed presentably.

Workers are not allowed to:
- smoke, swear or play radios in or around your home
- use mobile phones during their work to make or receive private calls
- be in your home with children under 18 without a responsible adult being present
- receive gifts from you
- leave tools in your home.

Workers must ask your permission to:
- go into other rooms in your home
- use your phone
- use your toilet
- use your electricity or other facilities
- take their lunch break in your home.
We want to keep improving our service, and we want to encourage you to let us know how well we are doing. Once the work has been completed, you will be asked to complete a confidential customer satisfaction survey electronically on the repair operative’s handheld device.

We also welcome feedback from you at any other time. You can do this by filling in one of our ‘Let us know’ forms. You can collect one of these forms from your local Contact Centre or phone us and we will send you one. See Contacting us on page 2.

We carry out regular checks to make sure that we are maintaining a good standard of service. This is done by selecting a number of completed repairs on a random basis and then contacting the tenants to discuss the work done. We will sometimes visit a property to look at the standard of workmanship.
For water leaks, blockages or tap problems, see **Drains and wastes** on page 19 and **Pipes and taps** on page 21.

- A blocked waste pipe is not an emergency. You must try to clear any blockages yourself before you call us (see **Handy hints** on page 41).
- If you caused the damage, we expect you to get it repaired yourself.
- If we need to replace bathroom fittings that are part of a suite, we will only provide it in white.
Toilets

cistern lid
flush pipe

flush pipe cone joint

cistern

toilet lid

soil pipe joint

toilet seat

soil pipe

toilet pan

cistern

dual-flush knob

supply pipe

ball valve

siphon unit

float

overflow pipe

flush handle

service valve

flush handle

flush handle

flush chain

toilet cistern

push-down knob

flush panel

close-coupled low-level cisterns

standard

high-level cisterns

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Kitchen fittings

- roller catch
- ball catch
- magnetic catch
- concealed hinge
- door knob
- ‘D’ handle
- bar handle
- slam-type catch
- butt hinge
- flush hinge
- hinges
- glazed tiles
- sink top
- worktop
- dividing strip
- worktop seal
- edging strip
- plinth
- pull strip
- door hinge
- shelf
- drawer front
- drawer runner
- end panel
- leg

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Drains and wastes

two-pipe system

bathroom overflow
soil and vent pipe
toilet waste pipe
water storage tank overflow
bath and basin waste pipe
hopper head
downpipe
sink waste pipe
gully

unscrew here to clean
unscrew here to clean
unscrew here to clean

combination trap
(for washing machine)
‘S’ trap
bottle trap

cover
frame
inspection chamber
gully grids
downpipe
hit and miss cover
back inlet gully
Advice

- A blocked waste is not an emergency. We expect you to try to clear it yourself (see *Handy hints* on page 41).
- A blocked toilet is not an emergency unless you have no other toilet.
- If a blockage is caused by unsuitable items such as nappies, tampons, air fresheners, sanitary towels, cooking fat or hair, we may charge you for the cost of clearing it. Always try to clear it yourself (see *Handy hints* on page 41).
- You are responsible for any problems (leaks, breakages, blockages) with your appliances, including the flexible pipes leading to and from them.
Pipes and taps

- ball valve
- cold-water tank
- immersion heater
- hot-water tank
- combination tank
- mixer tap
- lever tap
- crosshead
- handwheel
- modern
- standard
- high neck
- pillar taps
- float arm
- float
- service valve
- gate valve
- draintap (drain valve)
- gate valve (controls part of the system)
- stop tap (mains water)
Advice

- Find out where your main water stop tap is and turn it on and off occasionally to check you can turn the water off quickly in an emergency. It is normally under the kitchen sink or in the downstairs toilet.
- If there is damage from water leaking, you may be able to claim on your own home contents insurance (see *Home contents insurance* on page 5).
Electrics

- Fuse board
- Consumer unit
- RCD
- Mains switch
- Test button
- Trip switches

- Cooker control units
- Extractor fan
- Carbon monoxide detector

- Batten lampholders
- Pendant lampholder
- Ceiling switch

- Double socket
- Single socket
- Single socket without switch
- Immersion heater switch
- Spur outlet
- Double switch
- Single switch

- Fluorescent strip light
- Pull cord

- Smoke detector

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**Advice**

- **Do not touch** bare wires and **do not touch** sockets or switches with wet hands. If water is leaking onto electrical fittings, do not touch them. Turn off the electricity supply to those fittings by turning off the trip switch for that part of the home on the consumer unit. This is called isolating or breaking the circuit (see **Handy hints** on page 43).

- Make sure that you know where the trip switches are in your home and understand how to reset them (see **Handy hints** on page 43).

- If you caused any damage we will charge you for the cost of any repair work.
Heating

- digital programmer
- timeclock programmer
- room thermostat
- radiator
- thermostatic valve
- air release valve
- mains gas lever
- wall-mounted central heating boiler
- gas fire
- closed fire
- open fire
Advice

- If you suspect a gas leak outside, phone National Grid (Gas) immediately on 0800 111999 - use a phone outside your home. If you suspect a gas leak inside your home, contact us as soon as possible on 01246 242424, using a phone outside your home. (Using a phone inside could spark an explosion.) Turn off the gas at the mains and open windows. Do not smoke or switch anything electrical on or off until the problem is fixed.

- If your gas supply has been disconnected because you have not paid your bill, you will have to relight the pilot light and reset the controls yourself.

- If we come to do a gas or electrical repair and you have no credit in the meter, we will charge you for the call out.

- Use the correct fuel for your type of heating appliance and regularly clean out ashes from fires and make sure damper plates are free from debris.

- You should keep your home properly heated and ventilated to prevent condensation or pipes from bursting during cold weather. If you have a suspected frozen condensation pipe to a combi boiler, please see page 61.
## Doors and locks

### Multi-point lock (espagnolette)
- **lever handle**
- **latch**
- **keep plate**
- **mortece latch**

### Euro cylinder mortice lock
- **hinge**
- **architrave**
- **casing**
- **doorstop or bead**

### Rim lock
- **thumb turn**
- **privacy lock**

### Cylinder rim nightlatch (Yale/Union)
- **barrel**
- **rim latch**
- **keep**

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Windows

top-hung fanlight
friction hinge
locking handle
friction hinge
cill
pin plate
stay
trickle vent
pivot window
friction hinge
espagnolette fastener
cords
fastener
multi-point fastener (espagnolette)
sliding sash window
lockable plastic handle
lock
casement fastener
fitch fastener
brighton fastener
Floors and stairs

- balustrade
- handrail
- backboard (if fitted)
- tread
- architrave
- skirting
- floorboards
- stairs and wooden floor

step details
- tread
- nosing
- moulding
- rail
- riser

types of stairs
- panel
- winder
Advice

- We will not accept responsibility for damage to your carpets or other floor coverings, unless it is caused by carelessness of people working for us. If we or one of our contractors tell you that you need to lift your floor covering (including carpets or laminate flooring), you should do this before our representative arrives. Let us know if you are having difficulty arranging this.

- If you lay carpets you should use carpet grippers, not glue. This makes it easier for you to lift the carpets for repairs without damaging them.
Walls and ceilings

a possible cause of damp is earth built up higher than the damp-proof course

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

black mould usually shows condensation problems

damp-proof course
damp and mould

pointing

one-brick wall
tile creasing

brick on edge coping

half-brick wall

precast concrete coping

boundary walls

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Try to keep condensation to a minimum to prevent damp and mould appearing on the walls or ceiling (see *Handy hints* on page 45). In particular, use extractor fans where we have provided these.
Roofs

- plain tile
- interlocking tile
- natural slate

- angle ridge tile or metal ridging
- half round ridge tile
- hip tiles

- gas cowl
- chimney pot
- flaunching
- pointing

- back gutter
- step flashing
- apron flashing

- valley
- ridge
- roof light
- dormer
- gable
- upstand
- fascia
- flat roof
- slates
- verge pointing
- barge board
- soffit
- fascia
- barge board

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Advice

- We need to put up scaffolding for certain types of roof repairs.
- In bad weather conditions, members of the repairs team cannot work at heights, for example, on ladders, scaffolding or on the roof, including emergencies (we will try to contain any leaks/damage by accessing the loft space, wherever possible).
- If you want to put up a satellite dish, you may need to get our permission first, for example if you live in a block of flats or a listed building.
Gutters

gully grids

back inlet gully

stop end
union outlet
union
union clip
gutter angle
gutter shapes

downpipe bracket
bend
branch
gutter bracket
tiles

fascia
soffit
pipe bracket
downpipe
shoe
half-round
square

hit and miss cover

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Advice

- We need to put up scaffolding for certain types of repairs to gutters.
- In bad weather conditions members of the repair team cannot work at heights, for example, on ladders, scaffolding or on the roof. This is for their own safety.
Garages

frame
wheel
stop end
track
up-and-over garage door

monkey-tail bolt
frame
boards
hook and band hinge

wooden (side-hung) garage door

cylinder lock
henderson lock
rim lock
hast and staple
‘T’ hinge
pad bolt
butt hinge hinges
barrel bolt
Advice

- If your garage is separate from your home, please provide the address and access details.
- If you cannot lock your garage, you are responsible for the security of anything left inside.
Your repairs list
Handy hints: clearing a blocked waste

General advice

- Blockages in basins and sinks are usually caused by the build-up of waste in the trap – fat, tea leaves, hair and so on. We advise you to clear waste pipes and traps at least once a month, with hot water or a clearing product. **Do not** use caustic soda as it destroys the plastic fittings.
- The trap always holds some water which stops air or foul smells coming up the drain. However, waste can build up and become stuck in it.
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. If so, contact us because we will need to clear the blockage.
- Blockages in toilets are usually caused by unusual objects – nappies, toys or toilet fresheners.
What to do

To unblock a bath, basin or sink
- scoop 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.

To unblock a toilet
- if the pan is already full, scoop out some of the water into a bucket
- push the brush or plunger to the bottom of the pan
- pump it up and down vigorously about 10 times. This creates a vacuum and pressure, which may shift the blockage
- flush the toilet to see whether the blockage has gone.

You may need to repeat this process several times before the toilet flushes normally. If there is no improvement, you should contact us.

Thoroughly wash your hands and all equipment after you have finished.
Handy hints: resetting a trip switch

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it out quite easily.

This advice only applies to modern consumer units. If you have an older fuse board type with rewirable cartridges, do not touch it and contact us immediately.

General advice

- Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken.
- All of the fuses or trip switches are in the consumer unit. Some consumer units have buttons rather than switches.
- A trip switch or button usually operates when:
  - a light bulb has blown
  - there are too many appliances on a circuit and it is overloaded
  - an appliance is faulty or has been misused, for example, a kettle has been over-filled or a flex is damaged
  - water has leaked into a circuit or spilt onto a plug
  - an immersion heater is faulty.
General advice (continued)

- If an appliance is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.
- If a wall or ceiling light is faulty, keep it switched off (put some tape over the switch) and contact us.
- **Make sure your hands are dry when you touch electrical fittings.**
- **Never touch the electricity company’s fuse and seals.**

To reset a trip

- Open the cover on the consumer unit to show the trip switches or buttons. The consumer unit may be next to the electricity meter, unless the meter is in an outside cupboard.
- Check which switches or buttons have tripped to the ‘OFF’ position and which rooms (circuits) have been affected.
- Put these switches or buttons back to the ‘ON’ position.

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

- Check all the rooms and note which set of lights or sockets is not working.
- Unplug all appliances on that problem circuit, and switch off the immersion heater.
- Switch the ‘tripped’ switch to the ‘ON’ position (if it is a button, press it in).
- Plug in the appliances or switch on each light one at a time until the trip goes again. Do not use adaptors when testing appliances.
Handy hints: condensation

**What is condensation?**

Condensation is caused when moisture in the air meets a cold surface, such as a window, and turns into drops of water. This tends to happen more in colder weather (even if it's dry) as cold air can’t hold the everyday moisture you produce in your home. You can see the drops of water on windows on a cold morning, on the mirror when you have a bath or shower, and on other cold surfaces, such as tiles or cold walls.
What causes condensation?
There are three main causes of condensation in your home:
- too much moisture being produced in your home
- not enough ventilation
- cool temperatures.
You need to deal with all of the causes to cure or control a condensation problem. There is always moisture in the air, even if you can’t see it. Everyday activities, such as cooking, washing, bathing, drying clothes and even breathing, add moisture to the inside of your home.

How to avoid condensation

Cut moisture
There are some very simple things you can do to cut moisture in your home:
- hang your washing outside to dry. If this isn’t possible, hang it in the bathroom with the door closed and the window open, or extractor fan on if one is fitted
- cover boiling pans when cooking and use the extractor fan if one is fitted
- if you use a tumble drier, then make sure it is vented to the outside
- when you are running a bath, put the cold water in first. This cuts the steam produced by a massive 90%!
- close kitchen and bathroom doors to stop vapour moving around the house
- don’t use the gas cooker to heat your kitchen - burning gas produces moisture.
Ventilate more

Ventilating removes the moist air from your home and replaces it with drier air from outside. **This helps to cut condensation.** Here are some simple ventilation tips:

- try ‘cross ventilation’ - open a small window on opposite sides of a room, if possible, to increase airflow. **Please remember** to make sure your open windows don’t create a security problem and close them when you go out
- keep window vents open as much as possible throughout your home
- when cooking or washing up, ventilate the room or use an extractor fan if you have one
- keep kitchen and bathroom doors closed when you are using them
- move furniture away from the walls slightly, to allow air to circulate around.

**Raise the temperature:**

- keep your heating on low in cold weather, throughout your home, to reduce the moisture in the air. Don’t heat just one room and make sure you check your energy meters regularly to keep down costs
- make sure you have your annual gas safety check to make sure the heating system works safely and efficiently
- ask your energy provider about budget schemes to help you pay for your gas or electricity
- for free, independent and local energy saving advice, call 0800 512 012 or visit www.energysavingtrust.org.uk

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Problems caused by condensation

Condensation can cause mould and mildew growth. Mould will appear on any damp surface, such as plaster, wallpaper and timber, and mildew will appear on clothes and other fabrics. Damp humid air provides an ideal climate for dust mites, which may aggravate conditions such as asthma and bronchitis.

Dealing with mould growth

Once you have properly ventilated your home, you should deal with any mould problems, as shown here:

- wipe off mould growth immediately with water. Do not use washing up liquid to kill and remove mould growth, wipe down affected areas with a fungicidal wash. Do not use bleach
- dry-clean clothes affected by mildew and shampoo carpets
- after treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring. This paint is not effective if overlaid with ordinary paints or wallpaper.

Refer to our Dealing with mould and condensation leaflet.
Handy hints: about your smoke detector

Most of the smoke detectors that Bolsover District Council provide are mains-wired with back-up batteries. However, you may have a different battery-operated type of smoke detector. You are responsible for changing the batteries in battery-operated detectors once a year or when you hear it beep at intervals.

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

If a fire has broken out
- Do not try to tackle it yourself (smoke and fumes can kill in minutes).
- Get everyone out of the house and phone the fire service (112 or 999).
- Don’t go back for any reason until the fire service tell you that you can return.
If there is no sign of smoke or fire
- The battery may need replacing if you hear it beep at intervals.
- Something may have caused the detector to go off by mistake. For example:
  - a heater or clothes drier is too near it
  - someone smokes a cigarette near it or an aerosol spray is used near it
  - cooking fumes or steam, for example, from roasting meat or burnt toast
  - the back-up battery (if any) is low.

To reset the detector
- If the detector has a HUSH button, press it. The alarm will stop for 10 seconds, but it then beeps every 40 seconds. If the problem does not clear after 10 minutes, the alarm will continue.
- If there is no HUSH button, turn off the electricity supply at the consumer unit for at least 15 minutes. Then switch the electricity back on.

To test your detector
- 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.
- If the alarm still does not sound when tested after cleaning, contact us.

To change the battery (only if it is battery-operated)
- Buy a new 9-volt battery.
- Open the detector and unclip the battery from its connections.
- Clip the new battery firmly into place. Make sure it is put in the same way as the one you removed.
- Close the detector and press the test button to check that it works properly.
### Handy hints: your health and safety

#### Preventing carbon monoxide fumes

Carbon monoxide is a poisonous gas. It is produced when a gas appliance is not working properly.

- Keep rooms well ventilated and make sure vents are not blocked or closed.
- Always let us know when we need to service your gas appliance.
- If you have your own gas appliance (for example a cooker), you must use a Gas Safe-registered gas installer to connect it and to service it regularly.
- If you have a carbon monoxide detector, please test it regularly and check the expiry date.

#### Electrical safety

- Do not carry out any electrical work to your home without our permission and advice.
- Unplug appliances when you are not using them.
- Isolate any faulty switch or socket by putting the trip switch for that circuit to the 'OFF' position and unplugging appliances.
- Don’t touch bare wires or wet fittings.
- Use one appliance at a time in a socket. If necessary, use a multipoint extension lead.
Preventing fires

- You will have a smoke detector that we have fitted in your home. Test it regularly to see that it works. See Handy hints on page 49.
- Make sure all cigarettes are properly put out.
- Don’t dry clothes over heaters.
- Don’t leave the kitchen when using chip pans.
- Do not keep explosive or flammable liquids in your home.

Keep water flowing - reduce the risk of legionella

If the water in your hot water tank and pipes is not used regularly there is a risk that bacteria can start breeding in it. If you then breathe in droplets of the water, for example from spray taps or showers, you can become seriously ill. The risk of this happening in your home is very small but we advise you to take certain steps. To avoid the risk of bacteria forming:

- take apart your shower head and clean it thoroughly once every three months or when it shows signs of scaling. Use a descaling product you can buy from shops
- run every tap and any showers in your home for a while at least once a month
- if you have been away for a while (for example on holiday or in hospital), flush the toilet and then run all the hot and cold taps for at least two minutes before using them. Also, turn on the shower with the head pointing at the drain and run this for at least two minutes.
Handy hints: asbestos in the home

The following gives advice on what to do if asbestos is found in the home which householders think may be harmful to their health.

examples of where there may be asbestos in your home

- roof felt or lining pads
- facia and soffit boards
- textured coatings and ceiling panels
- old ventilation pipes
- hot pipe insulation
- bath panelling
- panels behind fires or heaters
- partition walls
- fire door panels
- floor tiles and linoleum in kitchens and bathrooms
Asbestos is the name given to a group of naturally occurring fibrous minerals. The use of asbestos is now very restricted but it was previously used in many building products, domestic appliances and household goods because of its strength and heat resisting properties.

**Asbestos could be found:**

- asbestos cement sheeting, for example garage and shed roofs;
- lagging for boilers and pipework;
- rainwater pipes;
- textured wall and ceiling coatings; and
- insulating boards eg, airing cupboard doors.

Asbestos containing materials are safe and will not harm you, as long as they are intact and have not been damaged or tampered with in any way. If the asbestos has been damaged or work has been carried out on it, then asbestos dust fibres may have been produced. It is these fibres that may cause health problems such as cancer, if inhaled.

Asbestos materials must be removed and disposed of in the correct manner. The best way to do this is to use a licensed contractor. On no account should you remove asbestos coatings yourself.

Asbestos waste must not be put out with your normal rubbish. This is because waste collection vehicles compact the waste which could lead to the release of asbestos fibres as it is broken up.

If you think you have asbestos within your home please telephone 01246 242424 or submit an enquiry form to arrange an inspection.

Refer to our **Asbestos in your home** leaflet.
Handy hints: adjusting heating programmers and control units

Setting the Clock and Day
The day and time are set in the factory and therefore it will not normally be necessary to do this on site. Changes between summer and winter time are handled automatically by the unit.

Accepting the Factory Pre-settings
The TP5000 Si has pre-set times already programmed in, which often suit most people (see table below).

Note: If set up for 4 events per day, events 3 & 4 are skipped. If set up for 2 events per day, events 2, 3, 4 & 5 are skipped and the events are re-numbered.

<table>
<thead>
<tr>
<th>Weekdays (Mon-Fri)</th>
<th>Weekends (Sat-Sun)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event</td>
<td>Time</td>
</tr>
<tr>
<td>1</td>
<td>06:30</td>
</tr>
<tr>
<td>2</td>
<td>08:30</td>
</tr>
<tr>
<td>3</td>
<td>11:30</td>
</tr>
<tr>
<td>4</td>
<td>13:30</td>
</tr>
<tr>
<td>5</td>
<td>16:30</td>
</tr>
<tr>
<td>6</td>
<td>22:30</td>
</tr>
</tbody>
</table>
To adjust the factory pre-settings & set your own time and temperature programmes

For Days 1-5 (weekdays)
1. Press PROG until the 1st pre-set time and temperature (Event 1 Days 1, 2, 3, 4, 5).
2. Use + or – buttons to adjust the TIME (press and hold to change in 10 min increments).
3. Use Λ or V buttons to adjust the TEMPERATURE.
4. Press PROG to move to next preset time & temp (Event 2).
5. Repeat steps b, c & d for programming Events 3, 4, 5 & 6.

For Days 6-7 (weekends)
- Press PROG to show 1st pre-set time and temperature (Event 1 Days 6-7).
- Repeat steps 2, 3 and 4 above to programme time and temperature events for the weekend.

Returning to RUN mode
Press PROG - the colon in the LCD display will start to flash.
Temporary User Overrides

The TP5000 has several useful overrides which can be selected without affecting the thermostat programming.

- **Selection of time or actual room temperature in main LCD display** - press + and – together to change between settings.
- **Temporary override of programmed temperature** - press Λ or V until required temperature is displayed (override will automatically cancel at beginning of next programmed event)
- **Frost Protection** - a constant low temperature can be selected whilst away from home - press Λ and V together. Then use Λ or V to select the required temperature. To return to automatic programming press Λ and V together again.

Battery Replacement

- A **low battery symbol will flash** in the LCD display.
- You have 15 days to replace the battery before the unit will switch off.
- Remove old batteries and insert new ones. All settings including time are maintained.
- Press and release the **RESET** button to restart the unit.

NB. If the display ever goes blank during normal operation, the batteries will need to be renewed with high quality alkaline cells. The reset button should be pressed to restart the unit. All times, dates and events will be retained and need not be reprogrammed.
General advice

- A room thermostat keeps the heating in the home at the temperature you set.
- A comfortable and economic daytime temperature is between 18°C and 20°C.
- You can control the temperature in each room by adjusting the radiator thermostatic valve.
- Set the heating to go off during the night and when the home is empty in the day but during freezing spells keep the heating on all the time.

Setting the temperature of your heating

Traditional heating systems

You may have a standard room thermostat. This would be fixed on the wall of one of your main rooms. Turn the dial so that the arrow or marker points to the temperature you want.

Refer to our Handy Hints leaflet.
Handy hints: bleeding a radiator

General advice

- If the top part of a radiator is cold, air is trapped in the system. Bleeding the radiator releases this air and allows hot water to fill the radiator.

- If more than one radiator is cold, the whole heating system will need to be checked by a heating engineer.

- If you have a combination boiler you must check the water pressure before you bleed the radiator. Look at the pressure gauge on the boiler. It should be between 0.8 and 1.00 when the system is cold. If it is below this level when you start, or falls below this while you are bleeding your radiator, you must stop what you are doing. You will need to contact a qualified heating engineer to solve the problem.
What to do

**Before you start, check what type of boiler you have.** If your boiler has either a pressure gauge (on the front or underside of the boiler) or a low pressure light, you have a **combination** boiler. With this type of boiler you must make sure you keep the water level topped up. See **General advice** on page 59.

- Turn off the heating system.
- Find the bleed valve. It is the small square nut at one end of the top of the radiator.
- Place the key over the valve and hold the cloth around it to catch any water that seeps out. The water will be hot.
- Loosen the valve by turning the key slowly (anti-clockwise) until you hear a hiss. This is the air being released.
- **Do not** unscrew the valve completely or the plug will come out and **hot** water will pour out.
- Wait until all the air has been released and a little water seeps out. Turn the key back (clockwise) to tighten up the valve again.
Handy hints: frozen condensation pipe to combination boiler

The **red ball** is visible. This signals that the boiler condensate pipe is blocked with frozen water.

Connect the supplied hose to the bypass tap. Opening the tap allows the condensate to drain through the hose to a suitable container (eg bucket, bowl etc). This needs to be emptied on a regular basis. Periodically empty the container into a sink, bath or toilet.

The **red ball** is no longer visible. The frozen water blocking the condensate pipe has melted and the boiler condensate is now draining directly through the condensate pipe. Close the bypass tap, remove the hose and container.
Help keep condensing boilers working during freezing weather

- No heating or hot water? - No
- Do you have gas central heating? - Yes
- Do you have a combi boiler? - Yes
- Is the temperature outside below freezing? - Yes
- Is your combi displaying an ‘EA’ code or a flashing ‘blue’ light? - Yes

If so........

Try resetting your boiler - press the ‘reset’ button on the front of your boiler.
If your boiler does not re-fire and makes a ‘gurgling’ noise, then the condensation pipe is frozen.

Do you have a Boiler Buoy fitted?

If yes, refer to your manual. If no, is your condensation pipe at ground level?
Please try and unfreeze your condensation pipe.
If no/unknown, please contact a Customer Advisor on 01246 242424.
Emergency action

- Gas (smell, leak or fumes)
  - Call the National Gas Emergency Service immediately on 0800 111999. Use a phone outside your home; using one inside, even a mobile, could spark an explosion.
  - Turn off the gas and open windows. Turn the handle at the meter to the flat (horizontal) position.
  - Do not smoke or switch anything electrical on or off until the problem is fixed.

- Fire, smoke and fumes
  - If you can smell or see smoke call 999 or 112 immediately.
  - If there is no sign of smoke or fire check whether the alarm has been set off by something else. See Handy hints on page 49.

- Electricity. Turn the mains switch on the consumer unit to OFF. If you have a power cut call the emergency number on your latest electricity bill.

- Water. Turn the mains stop tap to the right (clockwise). If you have no water supply to the property, phone Severn Trent Water on 0800 783 4444.