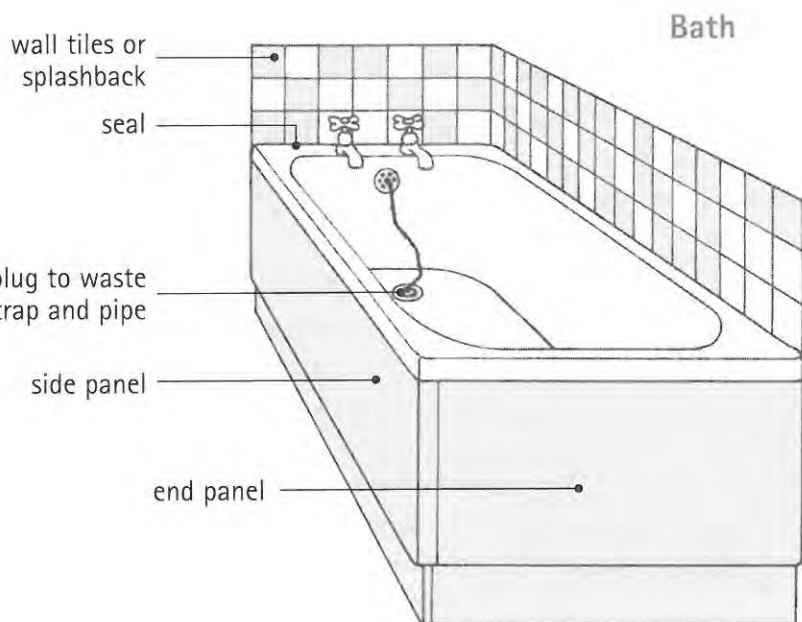
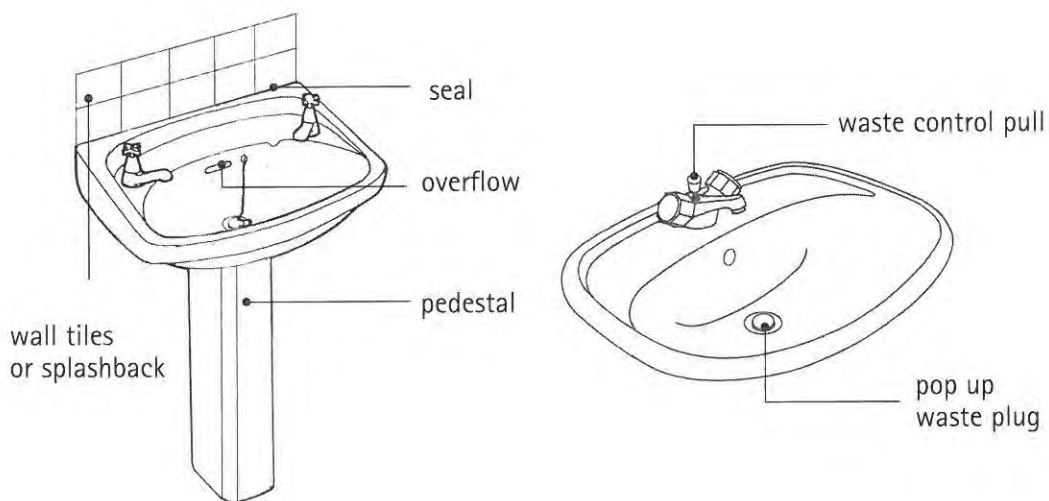


BATH / BASIN



Basins



Bath/basin water leaking

Are the electrics affected?

Where is the leak? (Bath or basin)

What is affected? (Waste pipe/trap, supply pipe or tap)

If the pipework is affected, is it the hot or cold supply pipe or the waste trap?

If the water is near electrics, do not touch. Turn the electricity off at the consumer unit main switch.

Stop the leak causing more damage.

Damaged wall tiles

Where are the tiles?

Are they loose, broken or damaged?

How many are affected?

What size and colour are they?

How did it happen?

Seal damaged around the bath

Seal damaged around the basin

Bath/basin blocked

What is blocked? (Bath or basin)

What caused the blockage?

Can you clear the blockage yourself?

See Helpful Tips page 70.

Bath/basin damaged/broken

What is damaged? (Bath or basin)

What is the affected part made from? (Metal, plastic or china etc)

If a bath panel is affected, which panel (side or end panel) and what is it made from (hardboard or plastic)?

Does it need to be replaced or refixed?

Bath panel loose

Which bath panel is affected? (Side or end panel)

What is it made from? (Hardboard or plastic)



BATH / BASIN / SHOWER

Taps

Modern pillar tap



High neck pillar tap



Standard pillar tap



Lever tap



Bib tap

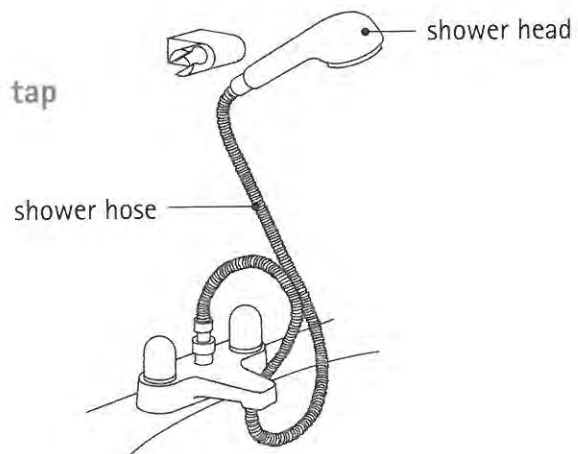


Supatap



Mixer tap

Bath / shower mixer tap



Bath tap dripping

What type of tap is it?

See diagrams opposite.

Basin tap dripping

What type of tap is it?

See diagrams opposite.

Basin loose

Are the brackets loose or broken?

Is the basin loose on its brackets?

Is the pedestal broken?

Tap loose

Bath or basin tap?

What type of tap is it?

See diagrams opposite.

Shower hose broken

How did it happen?

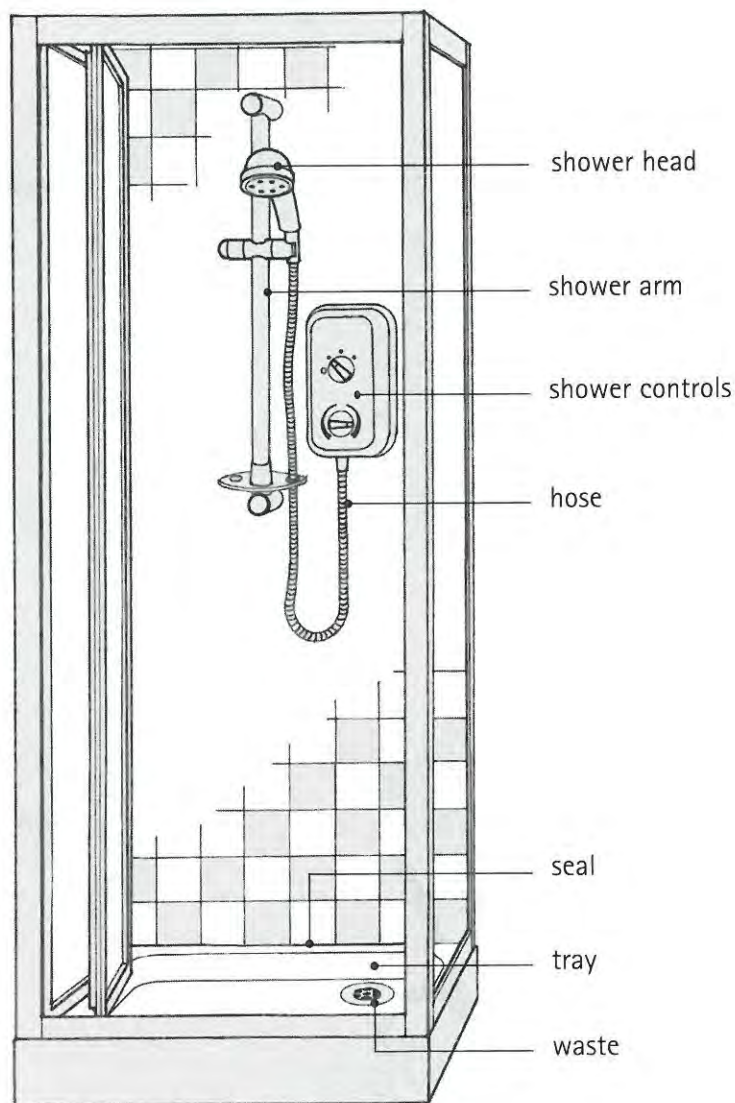
Shower head broken

How did it happen?



SHOWER

Shower



Seal damaged around the shower tray

Shower tray broken

What is it made of? (Ceramic or plastic)

Shower not working

What type of shower is it? (eg electric, over the bath)

What is happening? (No water or only hot or cold water)

Do you have hot water elsewhere in your home?

Can you see a make or model number on the shower?

If it is your own shower, this is your responsibility.

If it is electric, has the switch tripped? See Helpful Tips page 68.

Shower blocked

What is causing the blockage?

If limescale is the problem, use descaler fluid.

Shower switch broken

Damaged wall tiles

Are the tiles loose, broken or damaged?

How many are affected?

What size and colour are they?

How did it happen?

Cubicle door not working

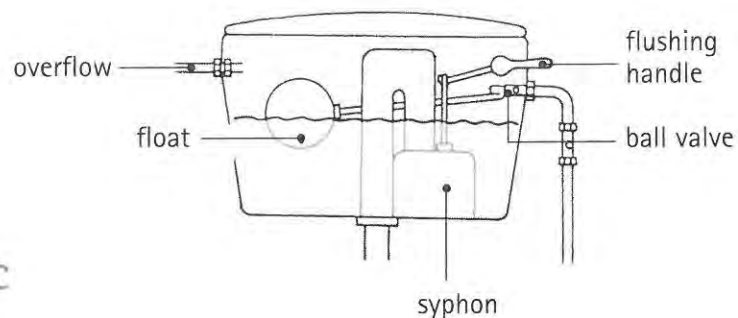
Is it broken or stuck?

Shower tray leaking

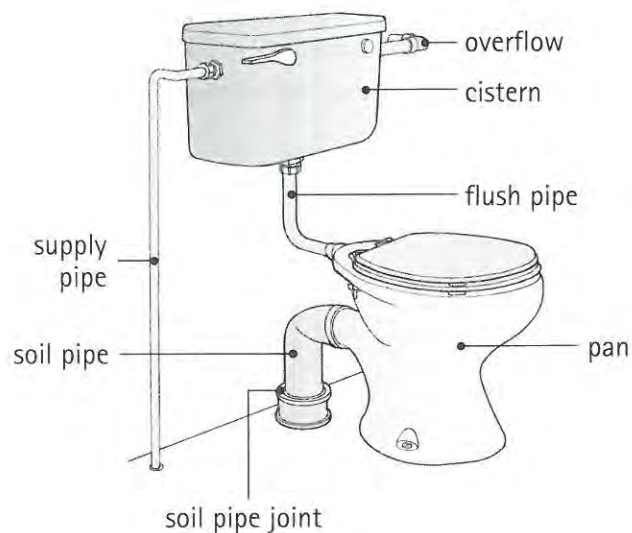
Is the seal around the shower tray damaged?

WC / TOILET

Cistern

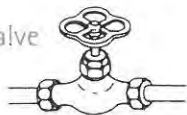


WC

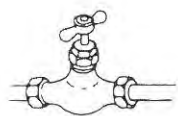


Stopcocks and gate valves

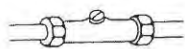
Gate valve



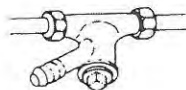
Stopcock with drain valve



Stopcock, stop valve or stop tap



Service valve



Draincock

WC leaking

Where is the leak? See diagram opposite. (Pan, cistern, overflow, supply, flush or waste pipe or pipe joint)

If the leak is from the cistern, is it a high or low level cistern?

Is the affected part loose, cracked or broken?

Is it your only WC?

Is it a coloured WC or white?

Try to stop the leak and any damage it is causing. If serious, turn off water at the stopcock and the gate valves from cold water tank.

WC will not flush

Is the mechanism moving properly? (Handle, button, chain)

You can use a bucket of cold water to flush until the problem is fixed.

Overflow running

Does the overflow run outside?

Is the cistern flushing?

Is the float working?

Is the overflow running continuously?

As a temporary solution, tie the float in the up position, thus closing the ball valve. See Helpful Tips page 71.

WC loose

Is the pan loose?

Is the cistern loose?

WC blocked

What caused the blockage?

Try unblocking it yourself by removing excess water into a bowl, and using a toilet brush or plunger. See Helpful Tips page 71.

Soil stack blocked

Do you live in a house or flat?

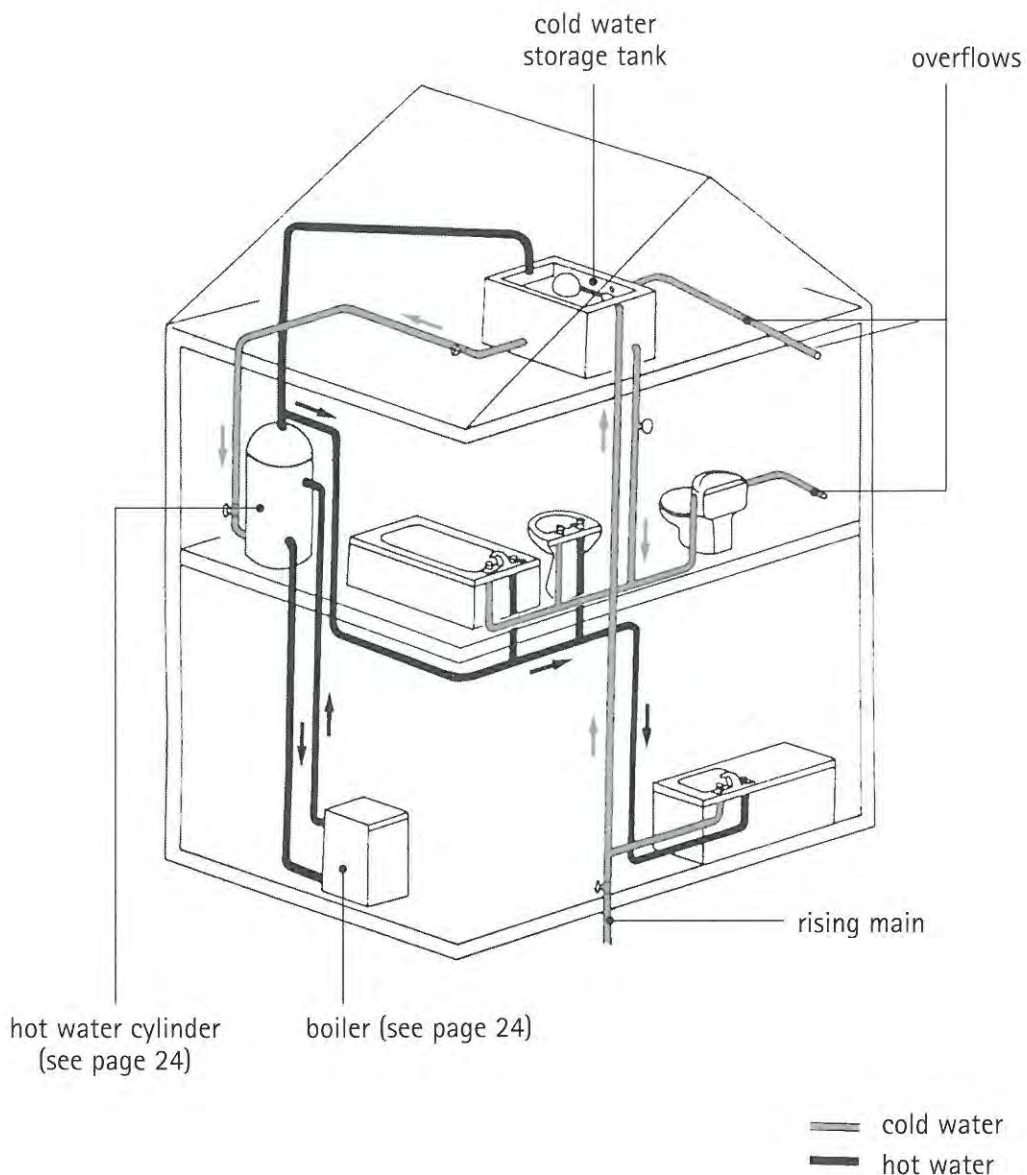
If a flat, which floor are you?

Is your WC causing the blockage?



WATER

Water system



Burst pipe

Are electrics affected by water?
Is it inside or outside the building?
Are the pipes frozen?

If water is near electrical fittings, turn off the electricity at consumer unit main switch. See Helpful Tips page 68.

Water leaking

Is a pipe, tank or cylinder leaking?
Are electrics affected?

*Can you stop the leak or isolate it?
Try to catch water in a bowl or bucket. See Helpful Tips page 66.*

Banging pipes/water hammer

How often is it happening?

Adjust the main stopcock where water comes into your home.

No cold water

Is there cold water at the kitchen sink?
Are the pipes frozen?

*Are the neighbours affected?
Make sure taps are turned off, even though no water is coming through.*

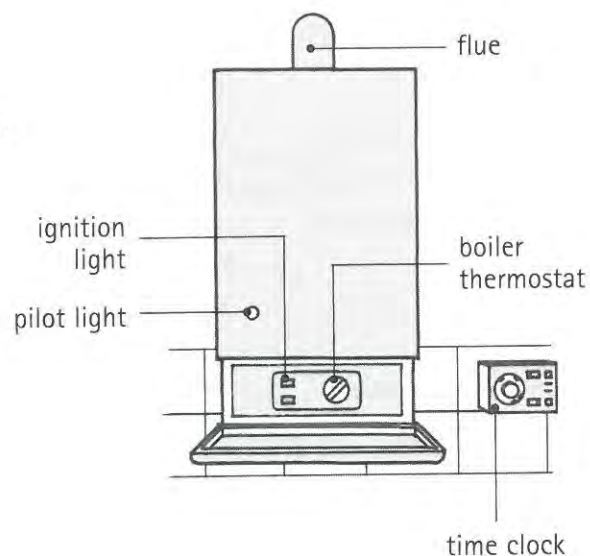
Storage tank overflow running

Is the overflow running outside?

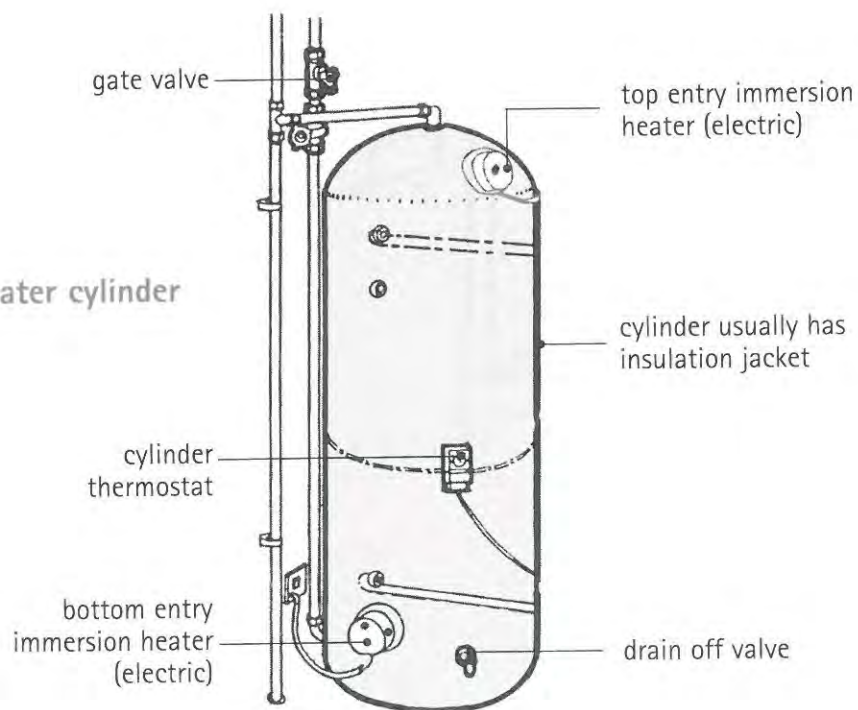
See Helpful Tips page 71.

HOT WATER

Gas boiler



Hot water cylinder



No hot water

What heats the water? (Gas, electric, oil or solid fuel)

If it is electric, are other electrical facilities working?

Are the heating controls set correctly?

Is the room heating still working?

Do you have alternative source of hot water? (Immersion heater or gas heater etc)

Do you have a hot water cylinder?

If it is gas, check the time clock controller is set for hot water and the timer is set correctly.

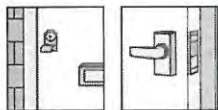
If it is electric, is there a power cut?

If it is a coin or credit meter, has it run out of credit?

Water temperature

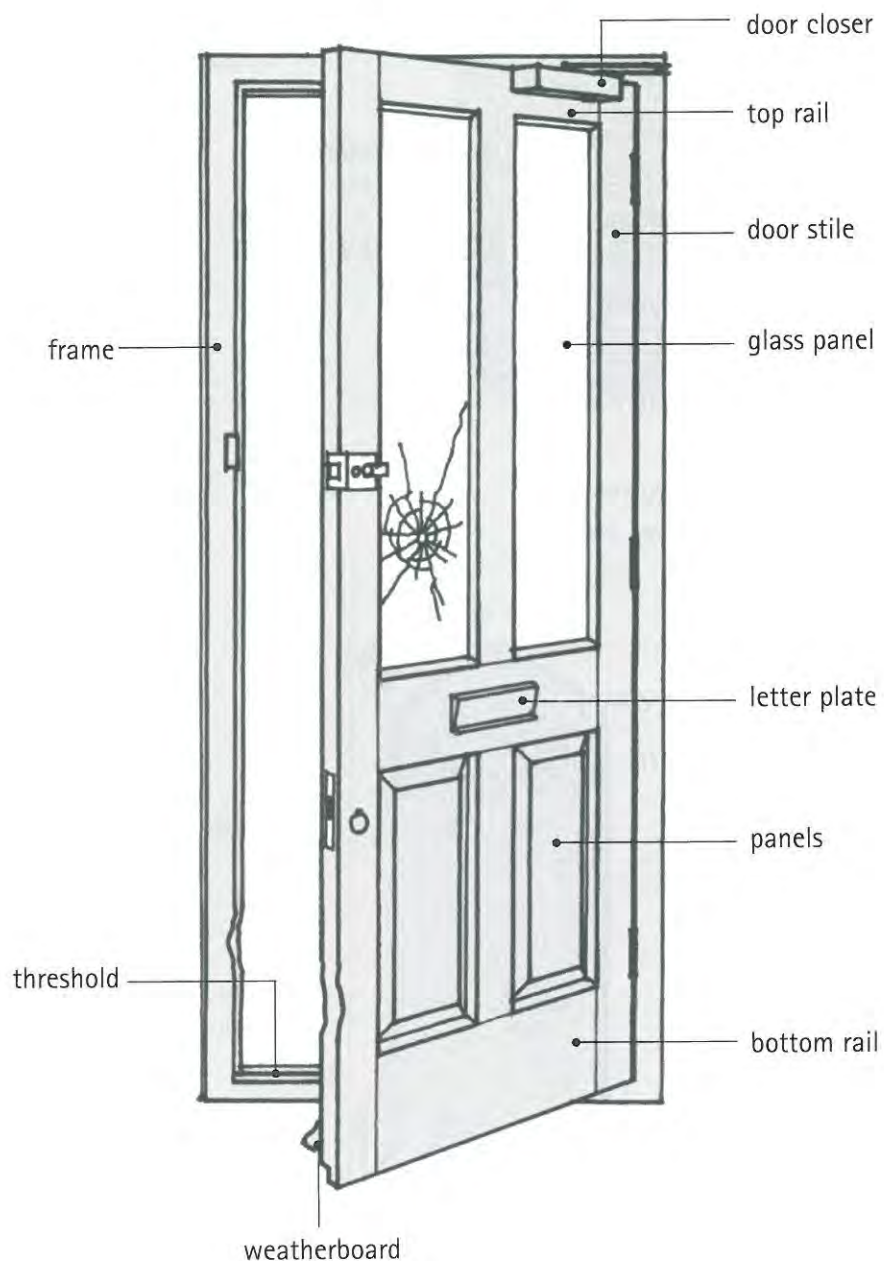
Is the water too hot or too cold?

Adjust the thermostat on the cylinder eg set it to 55 - 60°C



EXTERNAL / INTERNAL DOORS

External door



Door jammed

Is it the front or rear door?

What is the door made of? (Wood, metal or plastic etc)

Is the door jammed open or closed?

Can you still get in and out of your home?

Door frame damaged/rotten

Is the door or frame affected?

Is it the front or rear door?

What is the door made of? (Wood, metal or plastic etc)

What is wrong with it? (Damaged or rotten)

Is your home insecure as a result of this problem?

Threshold rotten/needs repair

What is it made from? (Wood, metal etc)

What is wrong with it? (Rotten, broken etc)

Weatherboard rotten/broken

What type of door is it?

What is it made from? (Wood, metal or plastic)

What is wrong with it? (Rotten, broken etc)

Glass damaged

What type of door is it?

What is it made from?

If it is fully glazed, which panel(s) is damaged?

Is it your own door or a communal one?

Is it the front or rear door?

Is it single or double glazed?

What type of glass is it? (Clear, wired or obscure)

Is your home secure?

Draught coming around door

Where is the draught coming from?

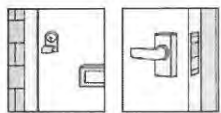
(Between the wall and frame, around the door or under the door)

Is there any draught proofing around the door?

Rain coming in under door

Does the door have a weatherboard?

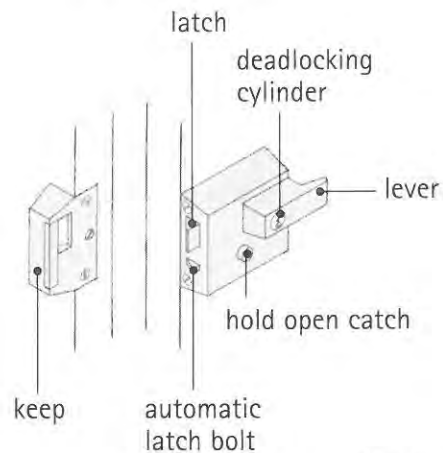
See diagram opposite.



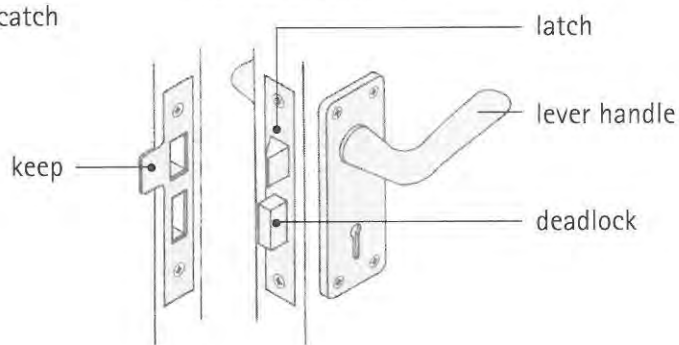
EXTERNAL / INTERNAL DOORS

Locks and latches

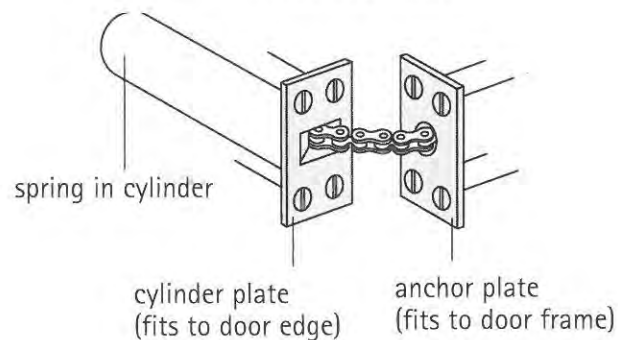
Rim night latch - Yale or similar



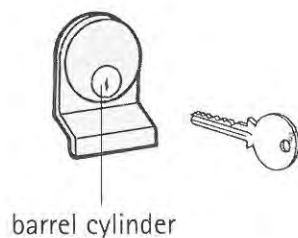
Mortice sash lock



Perko door closer



Outside door pull



Door lock not working

What type of lock is it? See diagrams opposite.

What is wrong with the lock? (Lever handle faulty, spring worn out, lock not fitting into the keep etc) See diagrams opposite.

Which door is affected?

What is the door made of? (Wood, metal or plastic)

Is your home secure?

Your own locks are your responsibility.

Keys lost/locked out

Are you locked out of your home?

What type of lock is it? See diagrams opposite.

Where is the door? (Front, rear, patio or store)

This is usually your responsibility.

Door fittings missing/not working

What fitting is it? (Letterplate, handle, chain, door viewer, house numbers etc)

Is the door not closing properly?

Is your home insecure?

Your own fittings are your responsibility.

Door sticking/jamming

Where is the door?

What type of door is it? (Wood, metal, plastic, glazed, external or internal)

What appears to be the problem?

Door damaged

Where is the door?

What type of door is it? See diagrams opposite.

What appears to be the problem?

How did it happen?

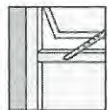
Door latch defective

What type of latch fitting is it? See diagrams opposite.

Where is the door?

What is wrong with it?

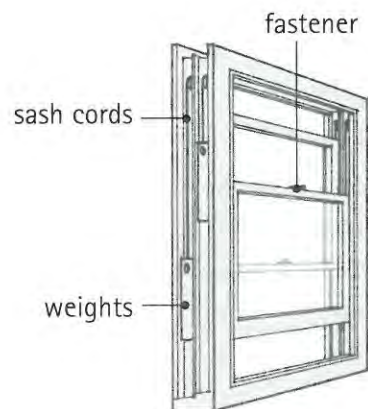
How did it happen?



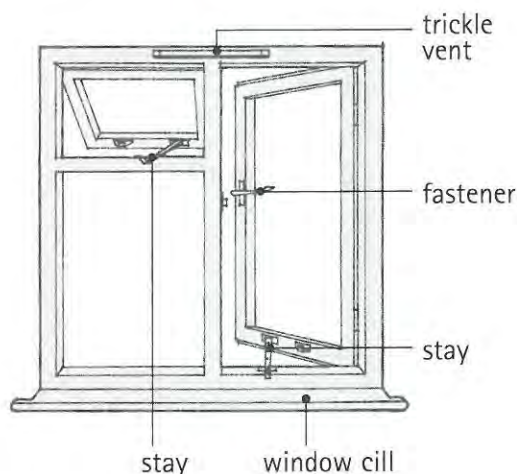
WINDOWS

Windows

Sash window

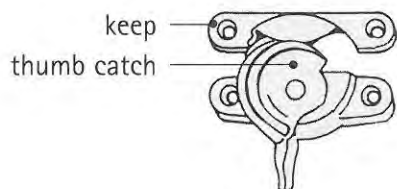


Casement window

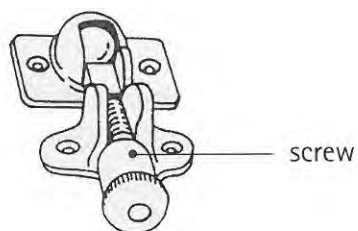


Window fittings

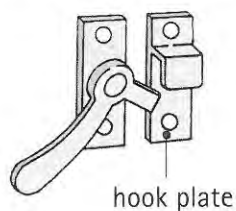
Fitch sash fastener



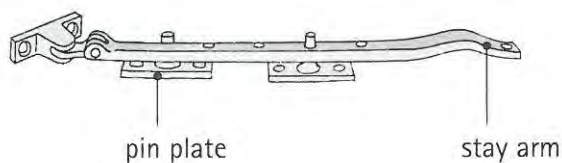
Brighton sash fastener



Casement fastener



Casement stay



Glass damaged

Is it single or double glazed?

Where is the window? (Which floor of the building, a communal window or one in your home)

What type of glass is it? (Clear, wired, or obscure)

What is the window frame made of? (Wood, metal or plastic)

Is your home secure?

Window frame jammed

What is the frame made of? (Wood, metal, or plastic)

What type of window is it? (Sash, casement, pivot or tilt window etc)

See diagrams opposite.

What is causing the problem? (Rotten wood, hinges or sash cord broken etc)

See diagrams opposite.

Is your home secure?

Window fittings defective

What type of window is it? (Sash, pivot or tilt window etc) See diagrams opposite.

What is the frame made of? (Wood, metal or plastic)

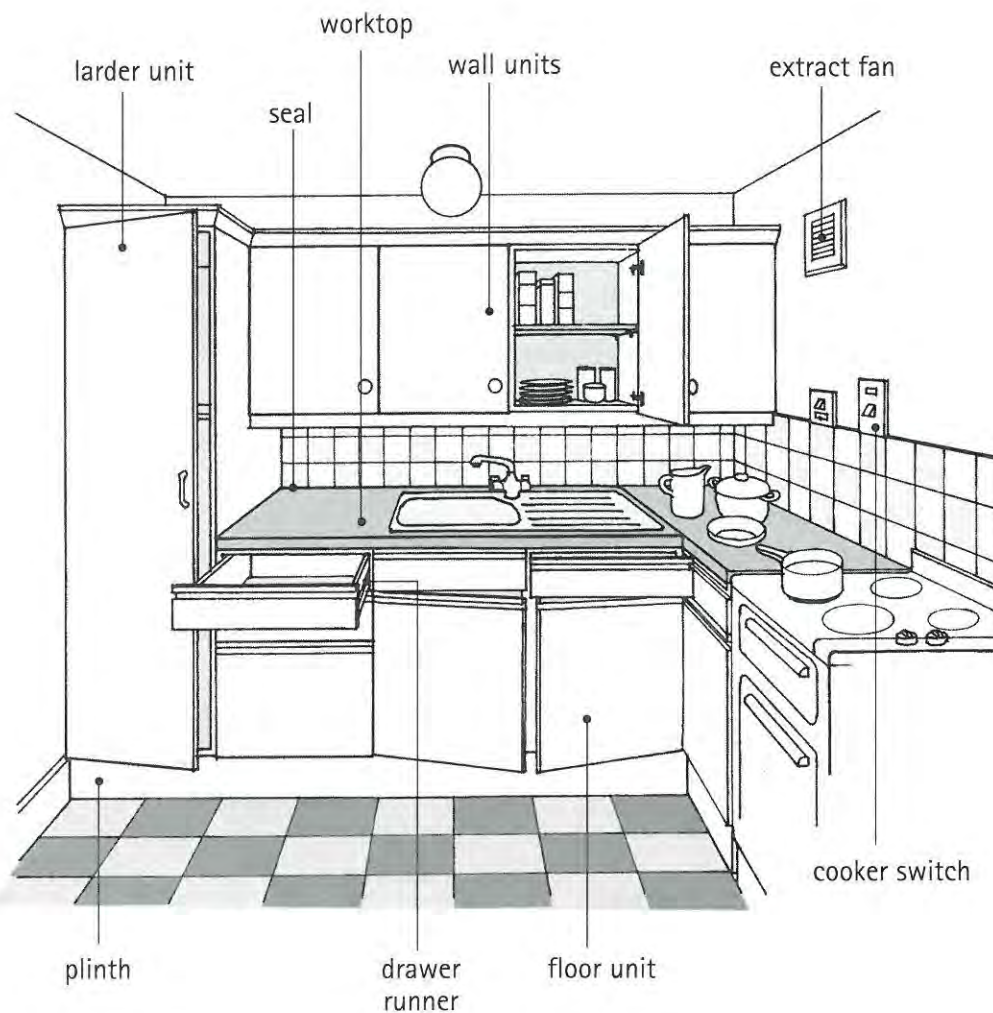
What part is defective? (Stay, catch, fastener, lock or lift etc) See diagrams opposite.

Is your home secure?



KITCHEN

Kitchen



Damaged cupboard

Which unit is affected? (A corner unit, floor or wall unit, with single or double doors)

What part is faulty? See diagram opposite.

In what way is it damaged?

Do you think it can be repaired or will it need to be replaced?

What is it made of? (Wood, plastic or metal etc)

What colour and size is it?

Worktop damaged

Is the worktop loose or broken?

How did the damage occur?

Damaged wall tiles

Where are the tiles?

Are they broken, loose or missing?

How many are affected?

What size and colour are they?

Doors and shelves

What part of the door is broken?

(Panel, handle, hinge)

Is the shelf in the kitchen unit loose or broken?

Is the shelf in the wall or the floor unit?

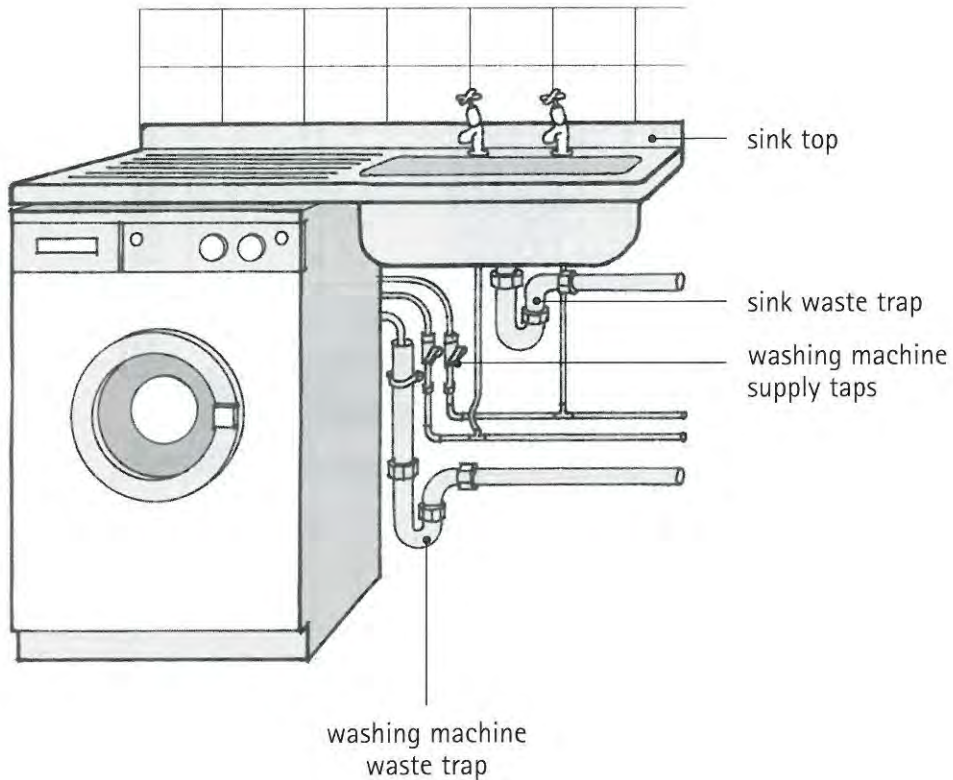
Damaged drawer

Is the drawer broken or sticking?



SINK

Washing machine



Washing machine blocked

Do you know what caused the blockage?

Sink top

Is the sink top loose or broken?
Is the entire sink unit damaged?

Waste trap leaking

What type of waste trap is it?
Is it leaking from the joint?

Tap loose

What type of tap is it? See diagrams page 16.

Sink unit leaking

Where is the leak coming from? (Pipe, tap or waste pipe/trap) See diagram opposite.

What is it made of? (Plastic, copper)

Try to stop the leak causing more damage.

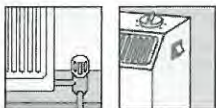
Sink blocked

Are other outlets affected?
Is the washing machine blocked?
What caused the blockage?

Seal damaged around sink

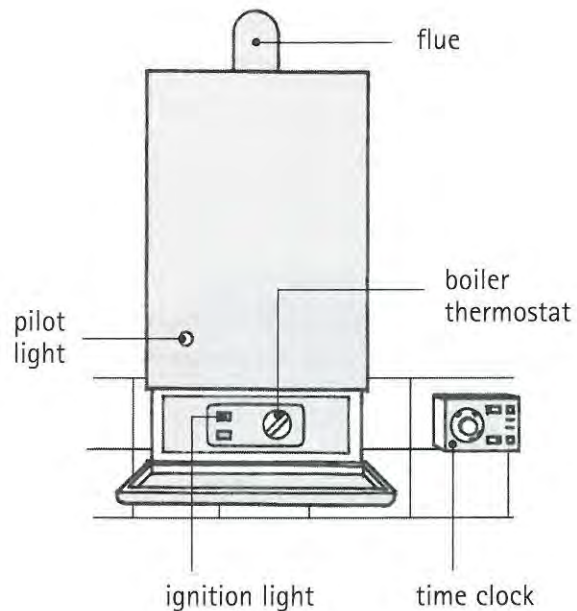
Sink tap dripping

What type of tap is it? See diagrams page 16.

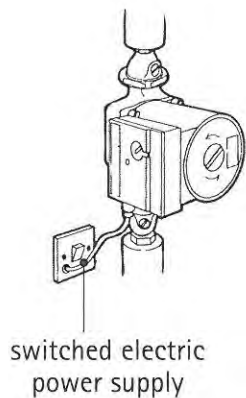


GAS / ELECTRICAL HEATING

Gas boiler



Central heating pump



Central heating boiler faulty

Is it your only source of heat?

Do you have hot water?

Can you see the manufacturer's name and what model it is?

If it is electric, check that the power is still on, and that the meter is still in credit.

If it is gas, check that the pilot light is on.

Check that the boiler thermostat is set correctly. See diagram opposite.

Check that the clock or digital timer is set correctly. See Helpful Tips page 69.

Communal heating faulty

Is this your only source of heat?

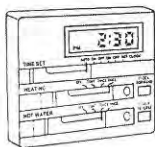
Is there any hot water?

Check that the room thermostat is set correctly.

Are other flats affected?

If you have a warden or caretaker, contact them.

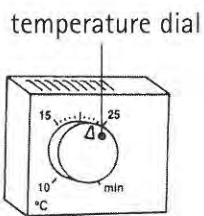
Heating controls



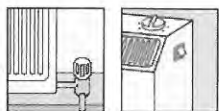
Digital programmer



Clock programmer



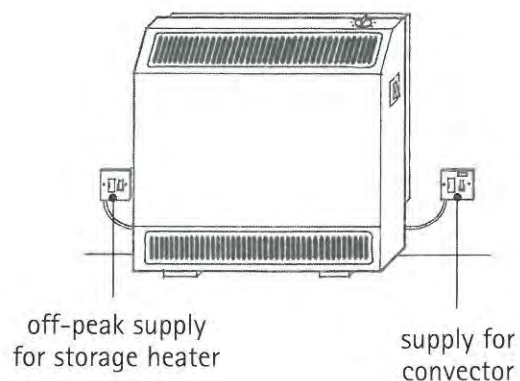
Room thermostat



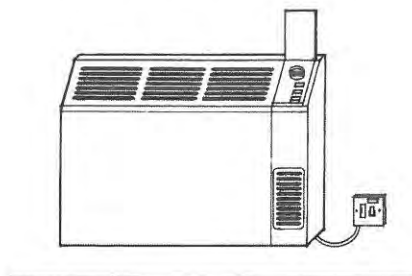
GAS / ELECTRICAL HEATING

Heaters and radiators

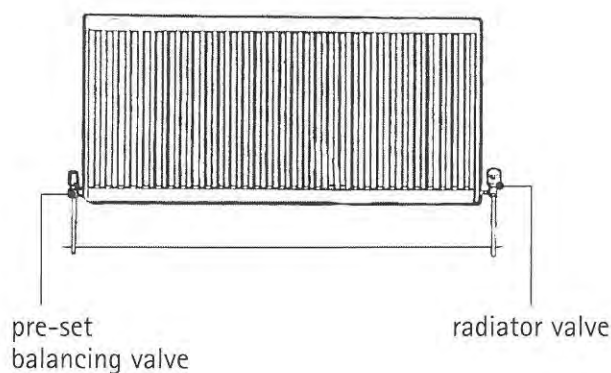
Storage heater with convector



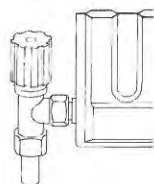
Wall mounted convector heater



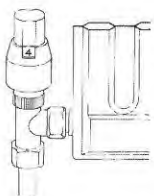
Panel radiator



Radiator valves



Manual radiator valve



Thermostatic radiator valve

Radiator leaking

Where is the leak coming from?
(Valve, pipe joint, radiator panel) See diagrams opposite.

*Try to stop the leak causing damage.
Turn the radiator valve off.*

Fumes in room

What is causing fumes?
Has the flue been cleaned recently?
If the heating system is the cause, can you see a manufacturer's name and the model?

If it is a gas leak, do not smoke, use matches, or turn electrical switches on or off. Open windows. Follow the emergency action outlined on page 10.

Turn off any appliances that are causing fumes.

Storage heater defective

How many heaters are affected?
Where are they?
What appears to be the problem?
Can you see a manufacturer's name and model number?

*Make sure the heater is turned on at socket.
Check the thermostat is set correctly.
See Helpful Tips page 70.*

Radiant/convector heater faulty

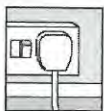
What appears to be the problem?
Can you see a manufacturer's name and model?

*Check the thermostat is set correctly.
Your own appliances are your responsibility.*

Radiator not heating up

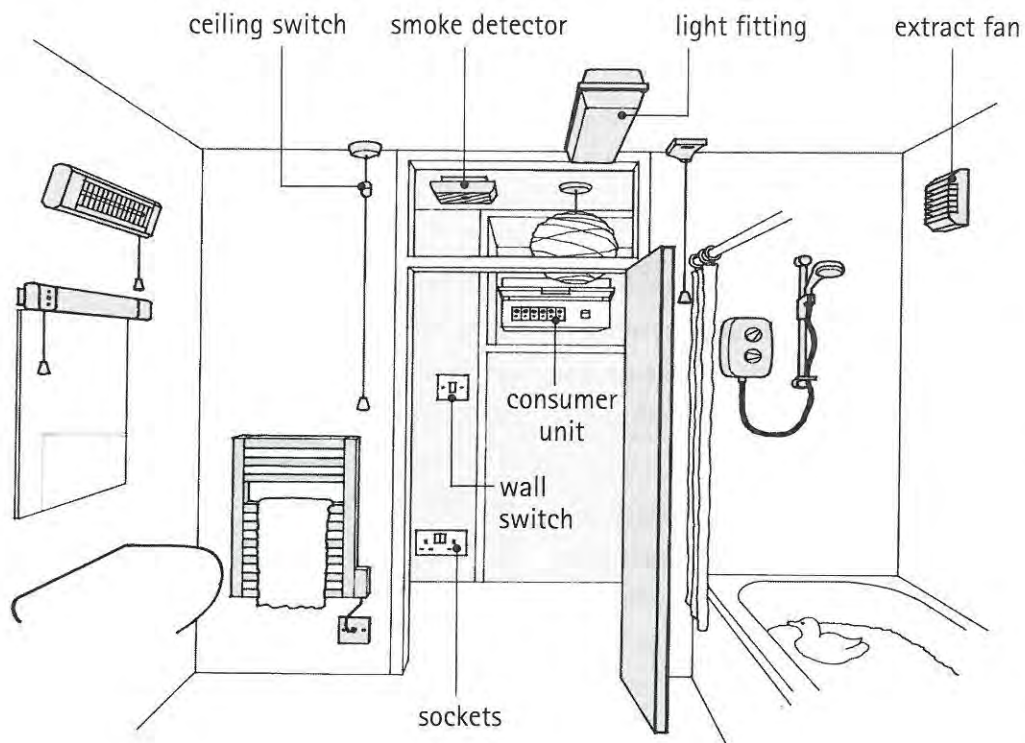
Is the thermostatic valve turned up enough?
How many radiators are affected?
Is the radiator warm at the bottom and cold at the top?
Have you tried bleeding radiator(s) affected?
Do you have hot water?

Try bleeding the radiator. See Helpful Tips page 67.



ELECTRICAL

Electricity



Extract fan faulty

Where is the fan?

What type of fan is it?

Is the fan switched on at the switch and on the pull switch if it has one?

No power at all

Is yours the only property affected?

If you have a coin or credit meter, check that it has credit on it.

Has a trip switch been activated or a fuse blown on the consumer unit?

See Helpful Tips page 68.

Electrical fitting smoking

What fitting is it? (Light, plug etc)

Where is it located?

Do not touch the fitting.

Turn electricity off at the consumer unit main switch.

Light circuit failed

Are the power sockets working?

How many lights are affected?

Is a light fitting causing the problem? (The pendant, batten holder, wall or ceiling switch etc) See diagrams opposite and page 42.

See if a trip switch is activated or a fuse has blown on the consumer unit. See Helpful Tips page 68.

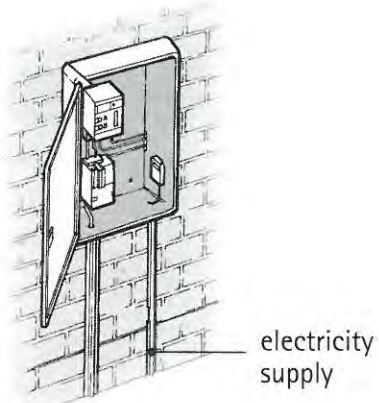
Has a bulb blown?

Are the power sockets working?

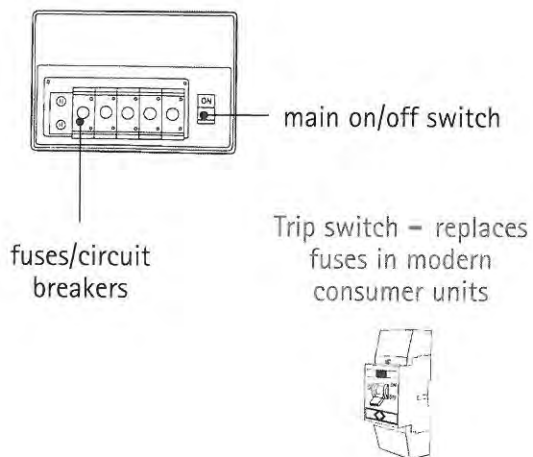
Fluorescent tube not working

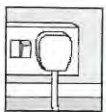
What is the problem? (Tube flickers, broken etc)

Electricity meter



Electricity consumer unit

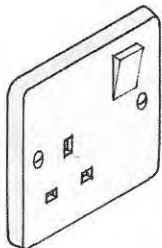




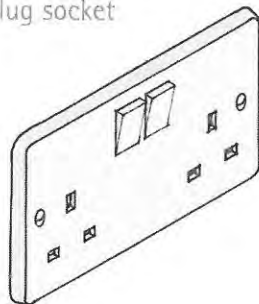
ELECTRICAL

Plug sockets

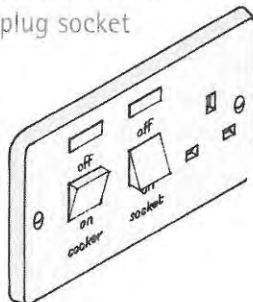
Single plug socket



Double switched plug socket



Cooker control plug socket

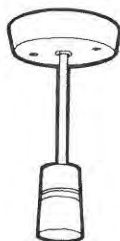


Lighting

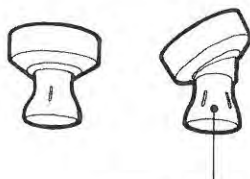
Ceiling pull switch



Pendant lamp holder

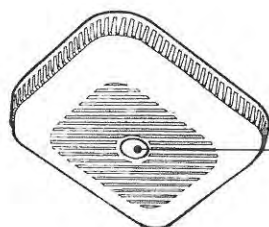


Batten lamp holders



angled lampholder

Smoke detector / smoke alarm



test button

Plug socket not working

Are the other power sockets working?

Is it the appliance rather than power socket that is faulty?

Is a trip switch activated or a fuse blown in the consumer unit? See Helpful Tips 68.

Is there no power at all in your home? If so see Helpful Tips page 68.

Appliance not working

Are other power sockets working?

Your own appliance is your responsibility.

Is the power socket rather than the appliance faulty?

Has the fuse blown in the plug?

Is a trip switch activated or a fuse blown in the consumer unit?

Is there no power at all in your home? If so see Helpful Tips page 68.

Smoke detector

Is it battery operated?

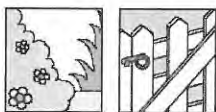
What is wrong with the smoke detector?

Where is the smoke detector?

You are responsible for replacing the batteries in smoke detectors.

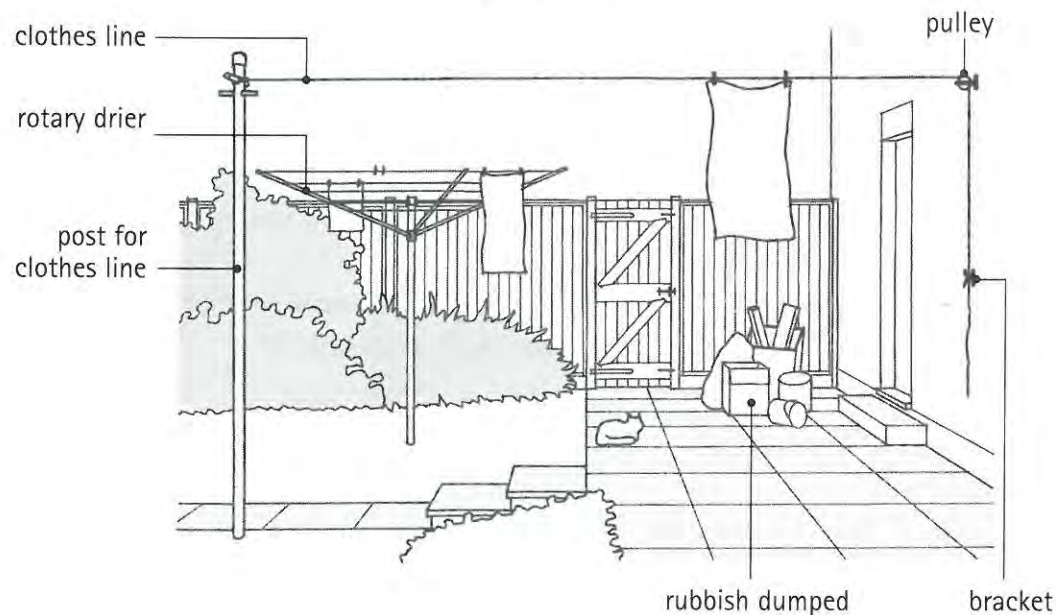
Try the test button if you can safely do so.

Smoke detectors need to be cleaned. See Helpful Tips page 68.



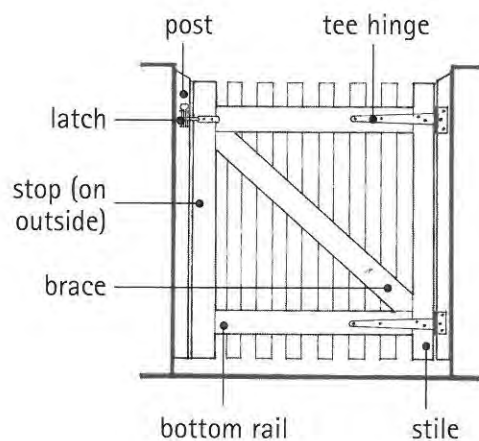
GARDEN / GATES

Garden

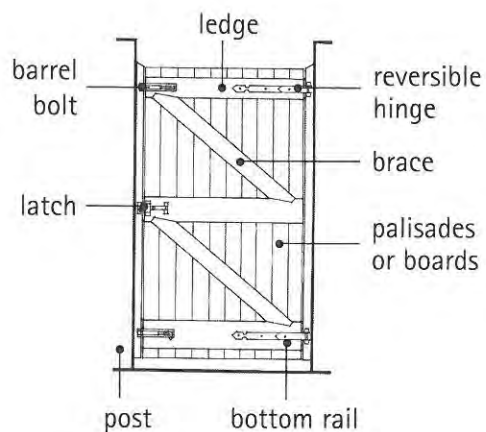


Gates

Braced gate



Ledged and braced gate



Rubbish dumped in garden

What sort of rubbish?

Who put it there?

Is it hazardous?

Your rubbish is your responsibility

Clothes post broken

What is it made of? (Concrete or metal etc)

How was it broken?

Clothes line broken

What type of clothes line is it?

Is the pulley or the bracket broken?

Clothes line stolen

What type of clothes line is it?

Gate broken/rotten

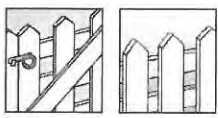
Where is the gate? (Front, side or rear)

What type of gate is it? (Single or double etc) See diagrams opposite.

What is the gate made of? (Wood or metal)

Does it need to be replaced or resecured?

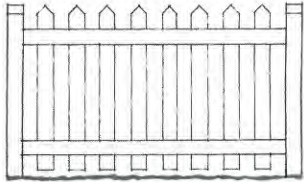
Can work be done without you being in?



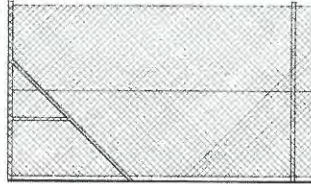
GATES / FENCES

Fences

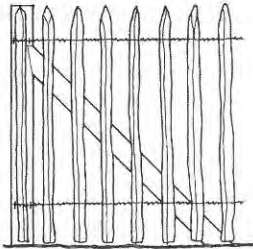
Palisade



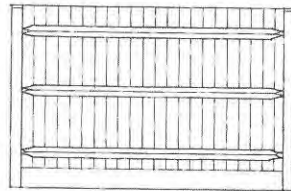
Chainlink



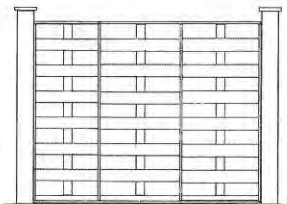
Chestnut pale



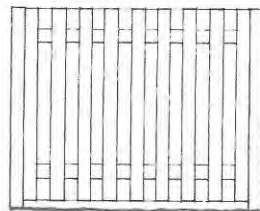
Close boarded



Interwoven



Hit & miss



Gate latch/bolt broken

What type of latch is it?

What is the gate made of? (Wood or metal etc)

Gate post rotten / broken

What is the post made from? (Wood or concrete etc)

Gate post stop defective

What is the gate post stop made from? (Wood or metal etc)

Fence dangerous/broken

Where is the fence? (Front, rear or side)

What kind of fence is it? (Boarded, chestnut pale, timber palisade, ranch style etc) See diagrams opposite.

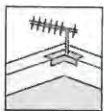
What are the posts and panels made of? (Wood or concrete)

Does it need to be replaced or resecured?

Is it your own fence or shared with your neighbour?

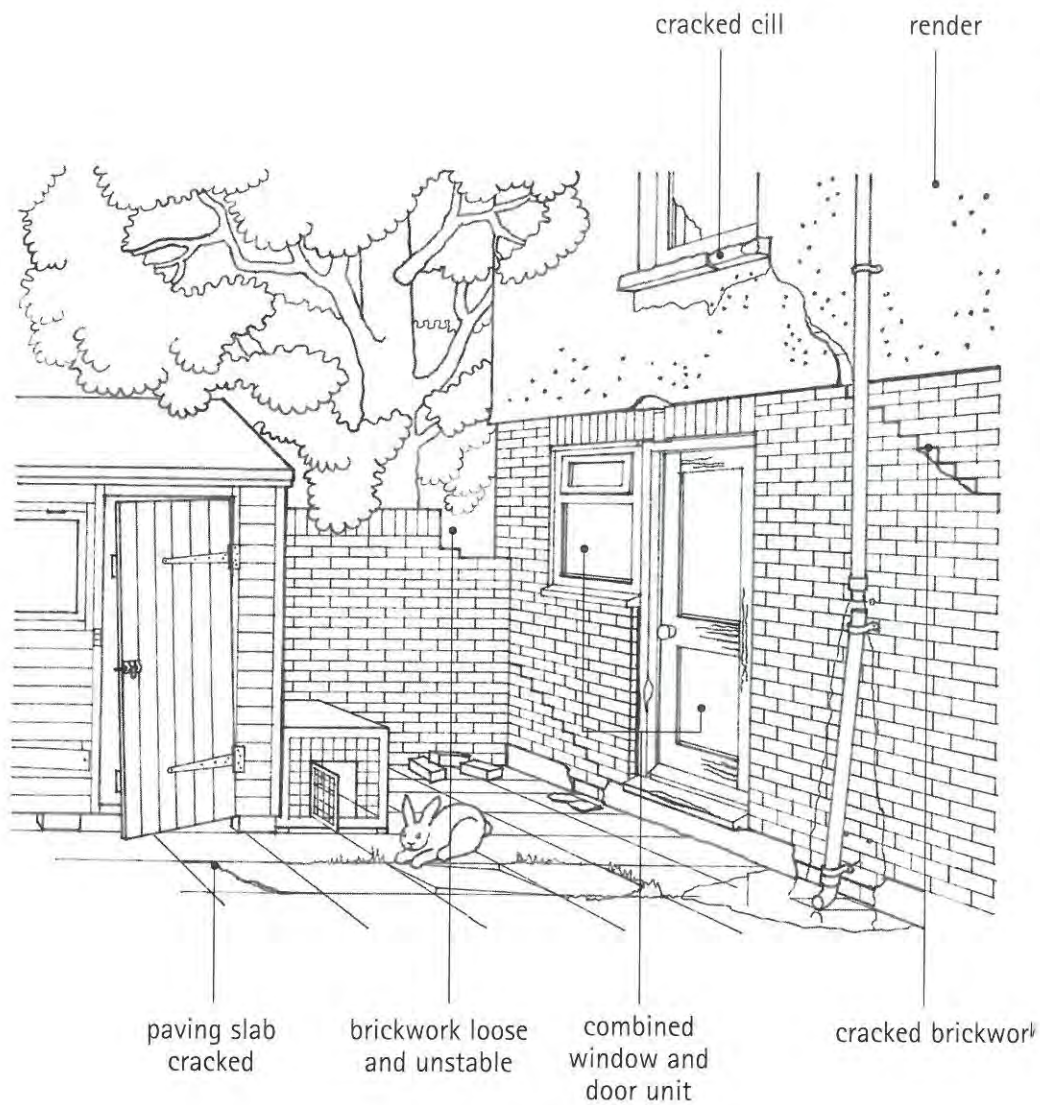
How many panels are affected or what is the length of the affected fencing?

Can the work be done without you being in?



EXTERNAL

Exterior



Brickwork

Is the brickwork cracked?

How large is the crack?

Is the crack below a window?

Is the crack near a downpipe or other water source?

When did the crack appear?

Do you think the crack is growing?

Door and window frame

Is a door and window frame broken?

How did the damage occur?

Render

Is the render cracked?

Has a section of render come off the wall?

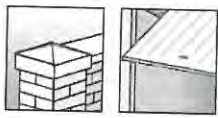
Is there a crack in the render around a door or window frame?

Shed

Is a padlock broken or missing?

Is the shed full of rubbish? Who put it there?

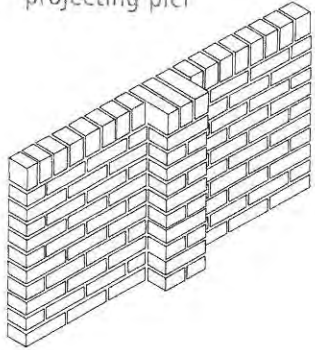
Is the shed or bin store broken?



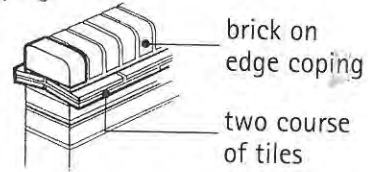
GARDEN WALLS / GARAGES

Walls

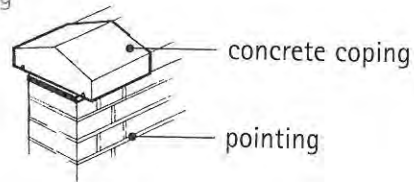
Half brick wall with projecting pier



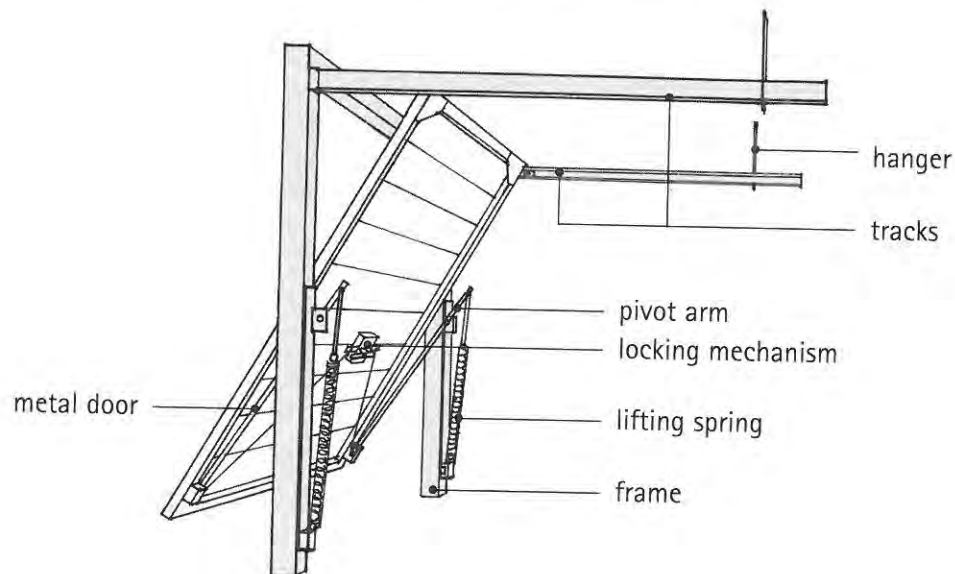
Wall with brick coping



Wall with concrete or stone coping



Up and over garage door



Wall dangerous / collapsed

Is the wall your own or shared with a neighbour?

What is the wall made of? (Brick or concrete etc)

What part of the wall is damaged? (Pier, coping or pointing etc) See diagrams opposite.

What caused the damage?

Can the work be done without you being in?

Garage door faulty

What type of garage door is it?

What is the door made from? (Wood, metal etc.)

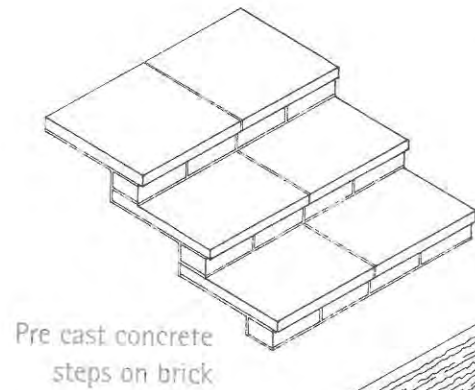
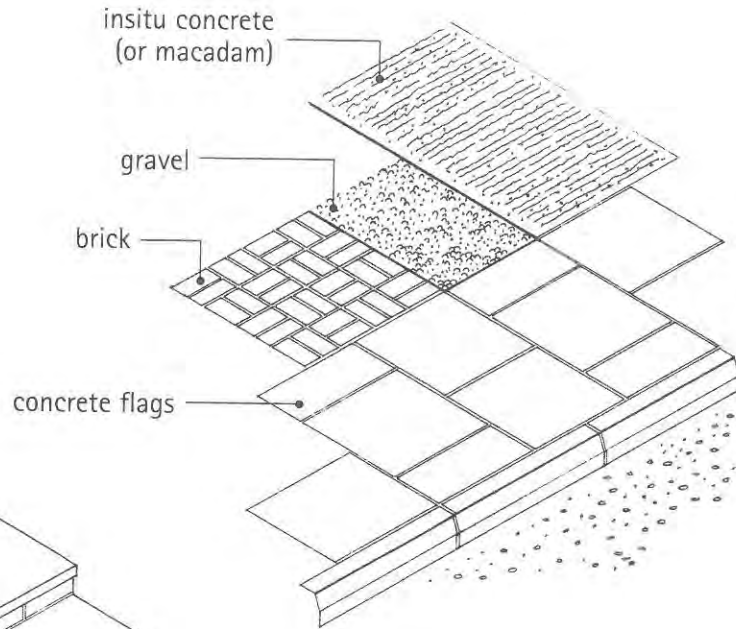
What is the problem? (Door or frame is loose, damaged or off the rail, lock is broken or keys are lost etc)

How did it happen?

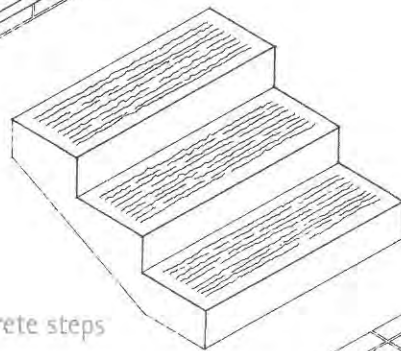


PATHS AND STEPS

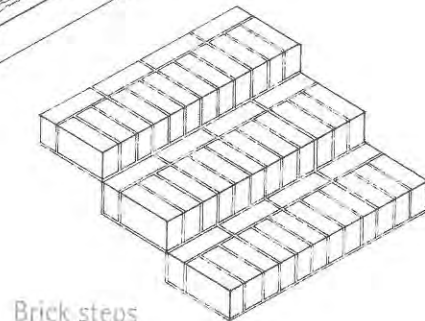
Paths



Pre cast concrete steps on brick



Insitu concrete steps



Brick steps

Steps

Paving damaged

Where is the path? (Front, rear or side)

What type of path is it? (Flag, concrete etc) See diagrams opposite.

What is wrong with path? (Paving stones/flags are broken or loose etc)

Does the gravel path need relaying?

Are the paving stones/flags square or rectangular?

How many are affected?

Is it hazardous?

If it is dangerous, warn other people

Steps broken

Where are the steps? (Front or rear)

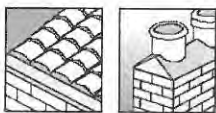
What are the steps made of? (Concrete, brick, etc) See diagrams opposite.

How many steps are affected?

Is it hazardous?

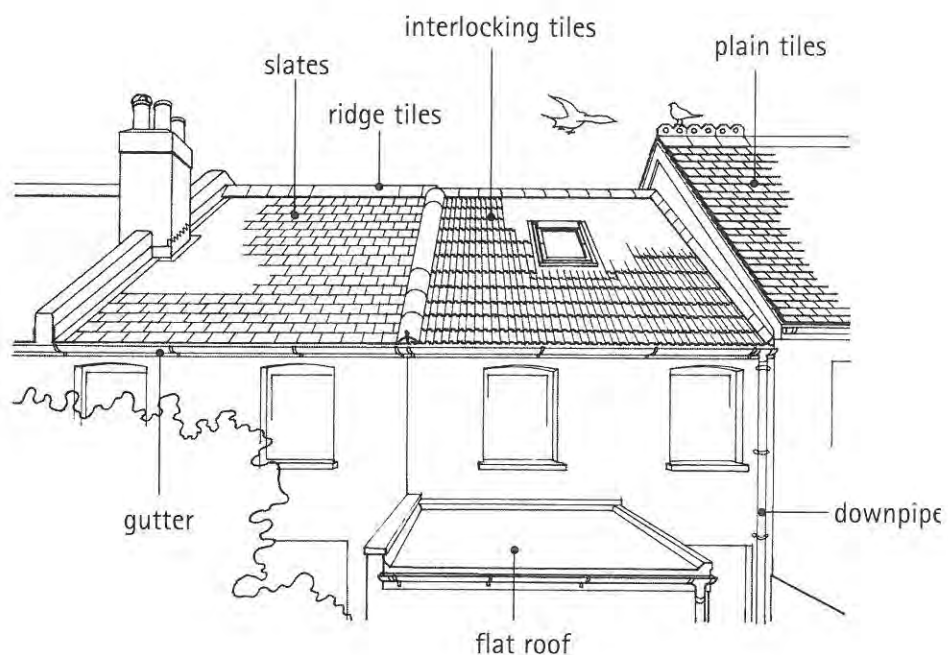
Can the work be done without you being in?

If it is dangerous, warn other people

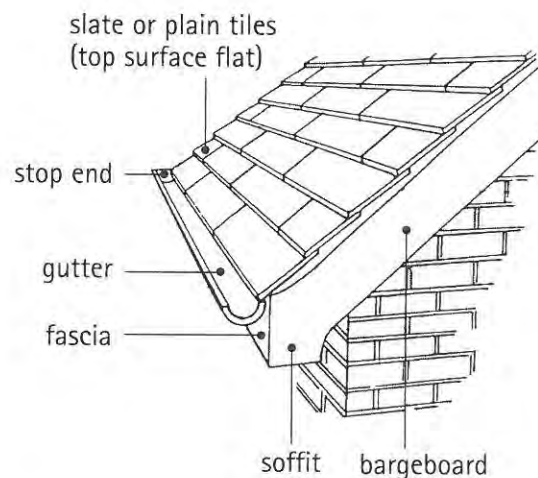


ROOF / CHIMNEY

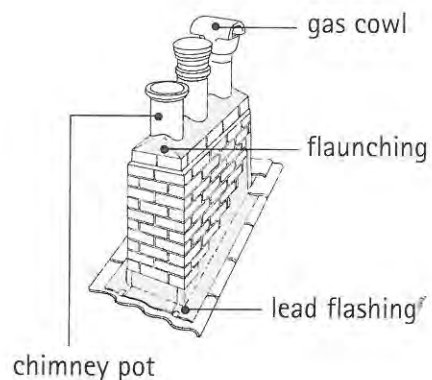
Roofs and drains



Pitched roof



Chimney stack



Tiles/slates broken

What type of roof is it? (Slate, tile etc)

If the roof is tiled, which type of tile?

(Plain or interlocking) See diagram opposite.

Are they missing, broken or loose?

Which part of the roof is affected?

See diagrams opposite.

How large is the affected area?

Is the roof leaking?

Does it need a tarpaulin?

Are electrics affected?

If the electrics are affected by water leakage do not touch and turn electricity off at the consumer unit main switch.

If there is a leak, try to stop water causing more damage. See Helpful Tips page 66.

If it is dangerous, warn other people.

Flat roof damaged

What type of roof is it? (Felt, asphalt or lead etc)

How large is the affected area?

Is the roof leaking?

Are electrics affected?

If electrics are affected by a water leak turn off the electricity at the consumer unit main switch.

If there is a leak, try to stop water causing more damage. See Helpful Tips page 66.

Chimney stack damaged

Which part is affected? (Stack, pot or flashing etc) See diagrams opposite.

Is it damaged, loose or missing?

Is the chimney shared?

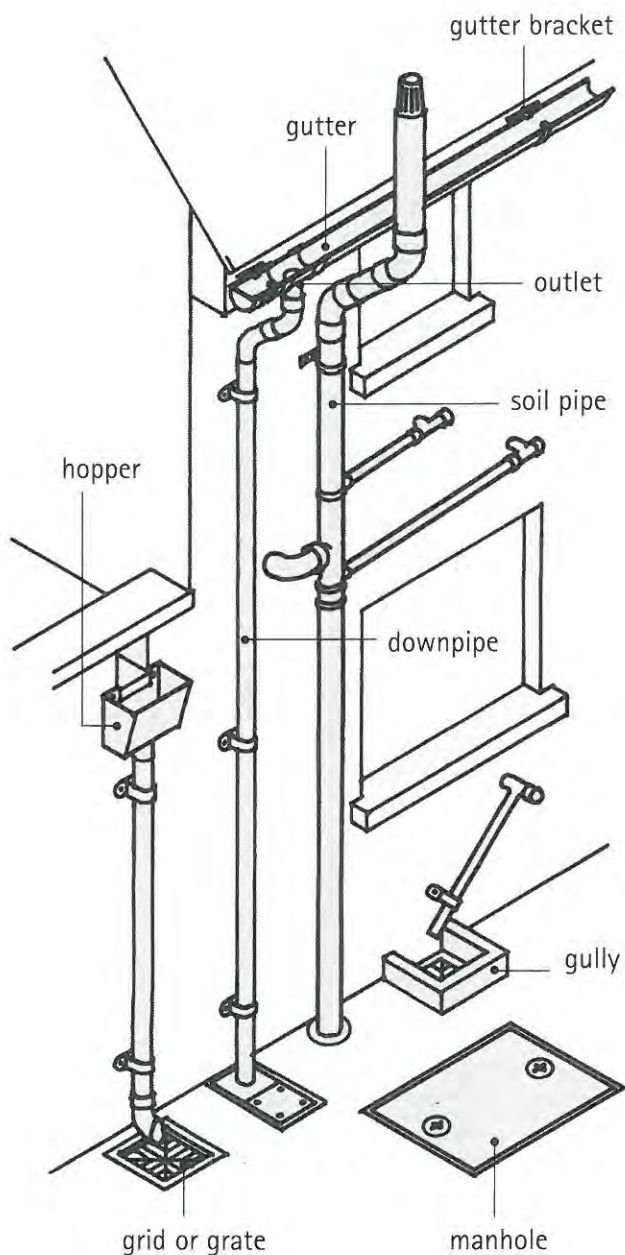
Is it dangerous?

If it is dangerous, warn other people

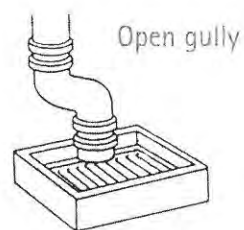


DRAINS

Gutters, downpipes and drains



Gullies



Manhole cover defective

Where is it?

What is the problem? (Loose, broken or missing)

Is the frame damaged?

Is it dangerous?

If it is dangerous, warn other people

Manhole overflowing

Where is it located?

Gully cover defective

Where is it?

What is the problem? (Loose, broken or missing)

Do you think it can be refixed or does it need to be replaced?

What is it made of?

What size is it?

Gutter overflowing

Where is the overflow coming from? (Gutter, hopper, pipe etc) See diagram opposite.

Gully blocked

What is blocking the gully?

Try to clear any leaves or other rubbish yourself.

Drains blocked

What is blocking the drain?

Is the soil pipe blocked?

Guttering/downpipe defective

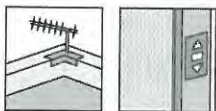
What is affected? (Gutter or downpipe) See diagrams opposite.

What is the problem? (Guttering or downpipe is blocked, cracked, loose etc)

If it is leaking, can you tell where from? (Joint, hopper or pipe etc) See diagram opposite.

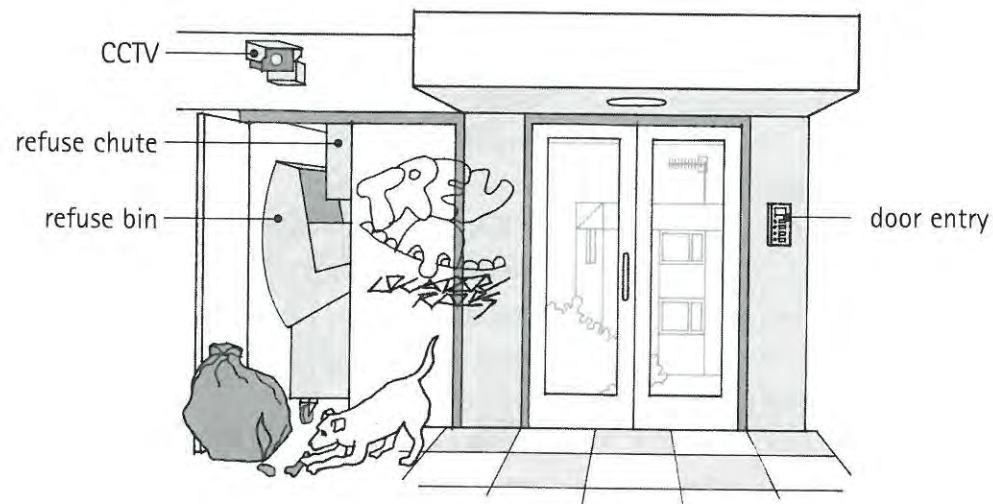
What is it made of? (Metal, plastic etc)

Can it be refixed or does it need to be replaced?



EXTERNAL / INTERNAL

External communal facilities



Door entry faulty

Has the whole system failed, or is only your home affected?

Is the fault at the entrance or your phone?

Is the door jammed?

If the door is jammed see page 27.

Emergency lighting faulty

Which lights are affected?

Is it failing to turn off or not coming on?

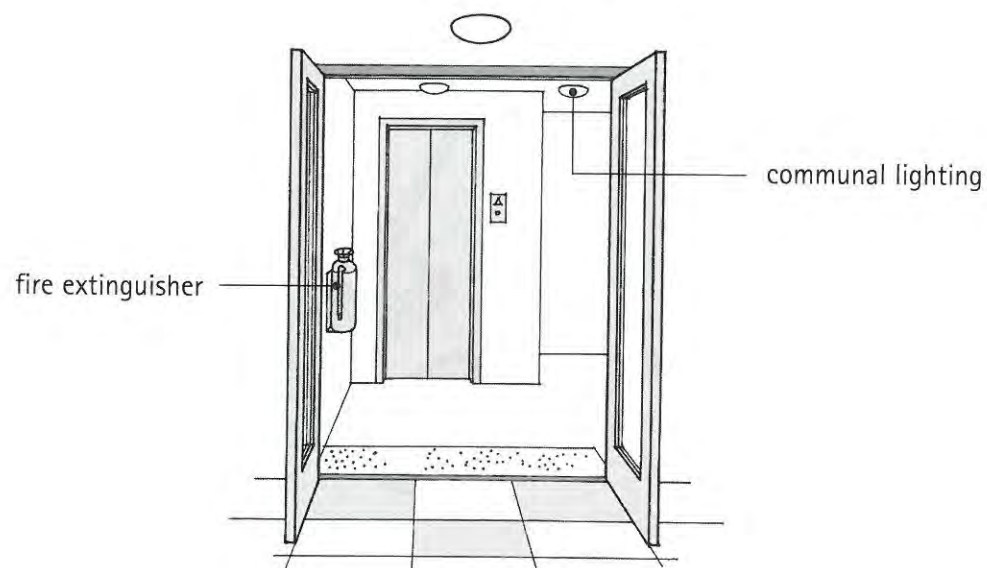
Communal lighting faulty

Which lights are affected?

Is it on all the time?

Does it not come on at all?

Internal communal facilities



Rubbish chute faulty

What is wrong? (Chute is blocked, broken etc)

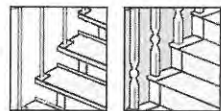
Services

Is the fire alarm ringing?

Is the CCTV faulty?

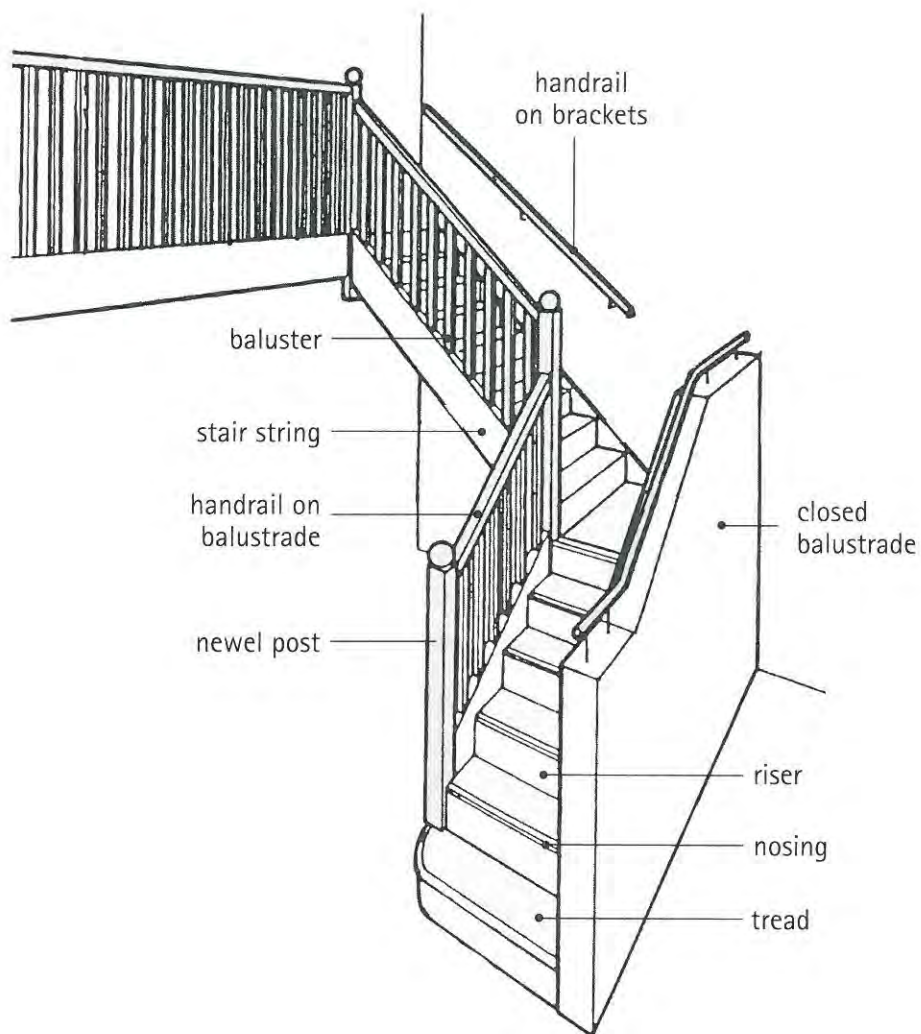
Is there a problem with the communal TV aerial?

Is the lift not working?



EXTERNAL / INTERNAL STAIRS

Stairs



Loose tread

Is it inside your home or a communal staircase?

How many steps are affected?

What are the stairs made of? (Wood, concrete etc)

If hazardous, warn other people.

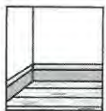
Handrail or balustrade defective

Is it inside your home or a communal area?

Which part is affected? (Handrail, post, individual baluster, bracket etc)

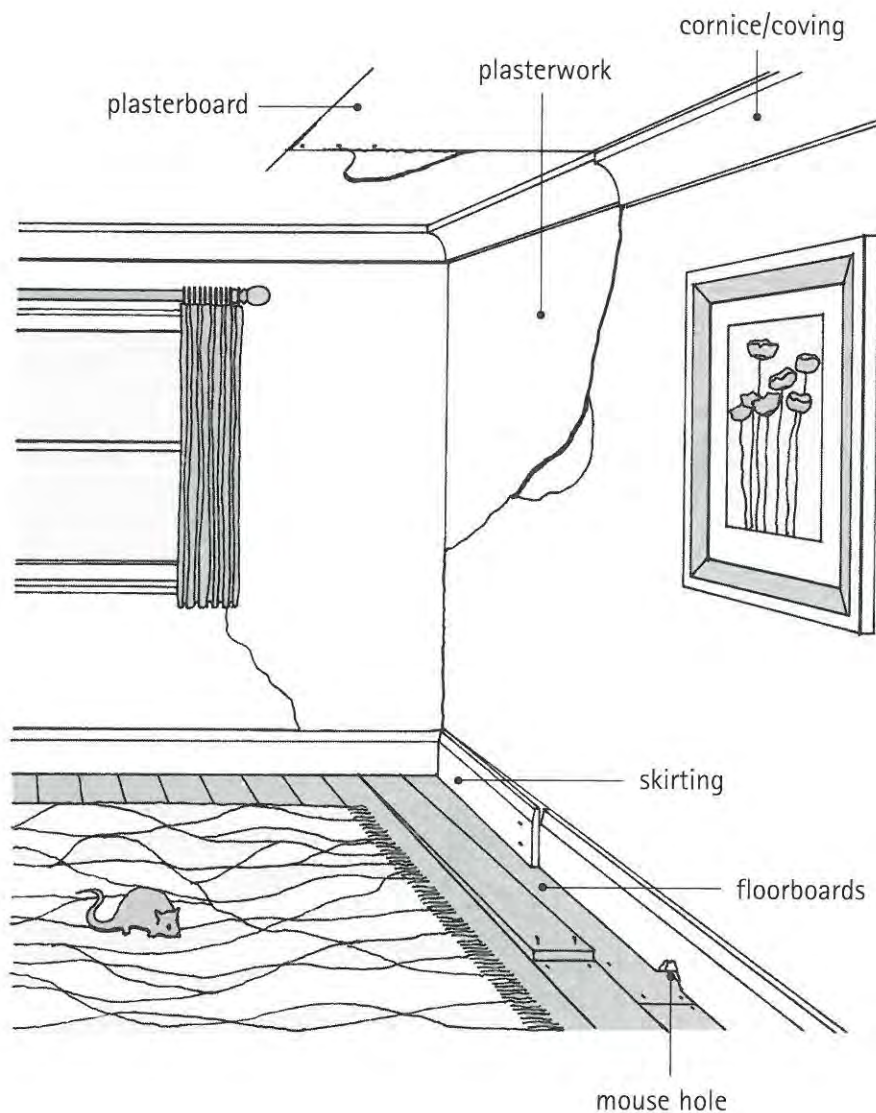
See diagram opposite.

Can it be refixed or does it need to be replaced?



WALLS AND FLOORS

Walls and floors



Loose floorboard

Is it inside your home or a communal area?

What is the area/how many floorboards are affected?

If hazardous, warn other people.

Plaster repairs

Is there a crack in the plaster or is a patch damaged?

Where is the damage? (Wall, ceiling, coving, around door or window frame)

How large is the affected area?

How did it happen?

Skirting board

Is the skirting board broken or loose?

If broken, is the wood crumbling or rotting?

Vermin

Have you seen a mouse or droppings?

Infestations are usually your responsibility