

Useful diagrams

The following pages contain information to help you to identify the repair which you are reporting to us.

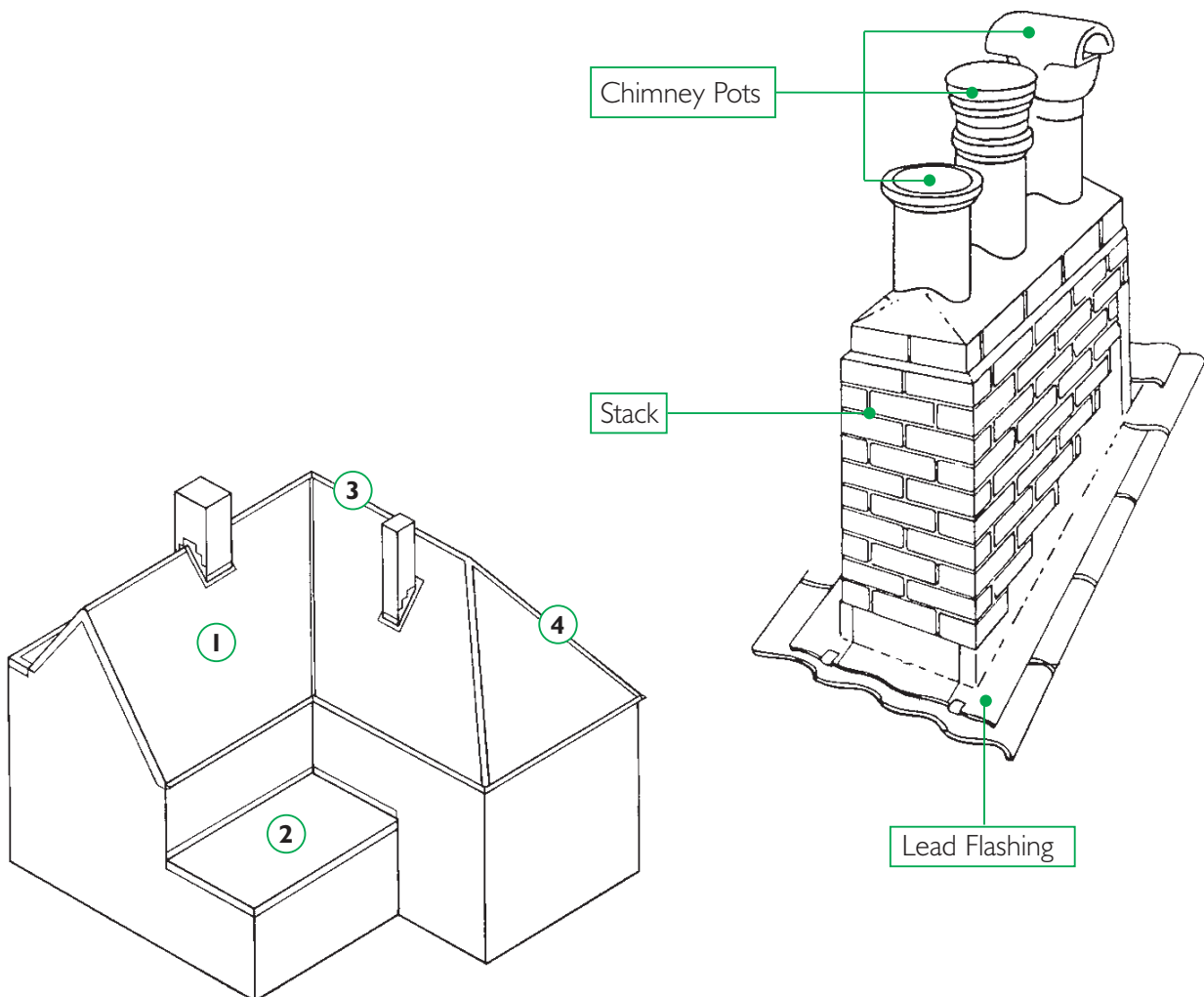
Roofs

Your roof will be pitched (1), or flat (2) like those illustrated in the drawing below. The roof covering for pitched roofs will be either tiles or slates, some of which may be loose or missing. Ridge tiles (3) or hip tiles (4) can also become dislodged.

If you have a chimney you may be able to see obvious problems with it, such as damage to the chimney pot.

Please tell us:

- Is the type of roof pitched or flat?
- How many storeys high is the roof?
- Are any tiles or slates missing, if so can you see how many?
- Is water coming through the ceiling, if so in which rooms and is it happening all the time?
- Does anyone live above you? If so, when will they be in?
- Are your electrics affected? Have you switched off the electricity?

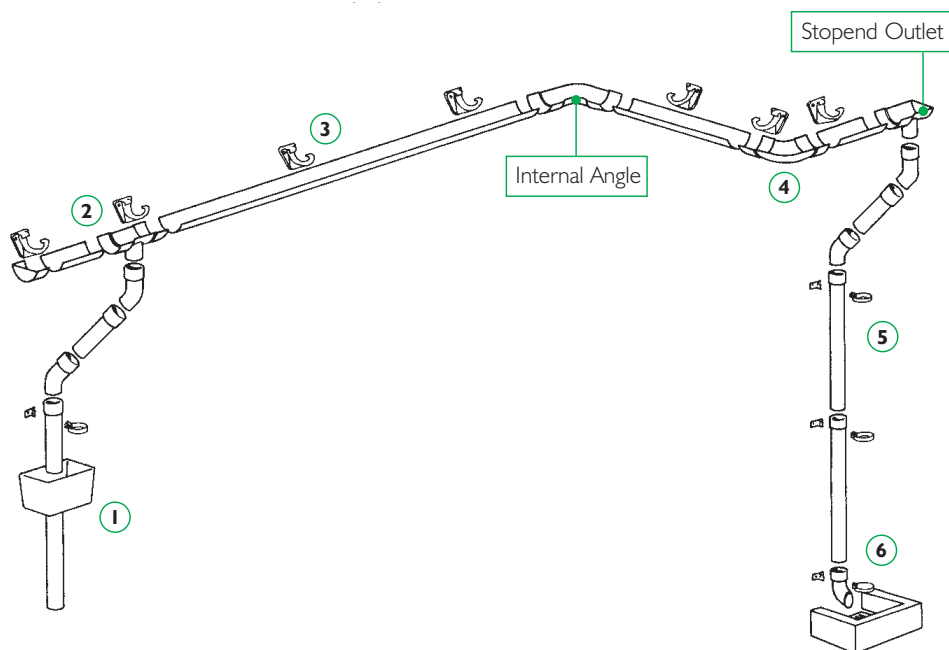


Gutters and rainwater pipes

1. The downpipe may lead into a hopperhead, which is a possible point of blockage by leaves.
2. This small section of gutter is the running outlet. It may become blocked with leaves.
3. Each section of the gutter is supported by gutter brackets, which may be broken or not securing the gutter properly.
4. Rainwater pipes can leak at seals and joints, particularly on a gutter angle (this is an external gutter angle).
5. Downpipes are secured to the wall by pipe clips, which may need attention.
6. The shoe of the downpipe discharges rainwater into a gulley, where leaves and other debris may also cause blockages.

Please tell us:

- Is the gutter blocked? If so, can you see where?
- Do you know what material the damaged part is made of (eg iron or plastic)?
- Is there a leak on either the gutter or rainwater pipe? If so, where is it (eg on a joint)?
- If the guttering is broken, how many sections are damaged?

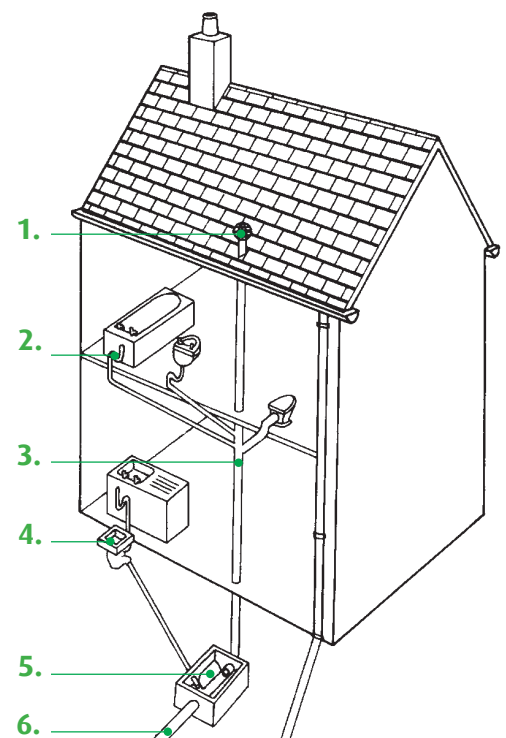


Drains and soil pipes

1. The vent pipe is the continuation of the soil stack above the roof.
2. Baths, sinks and wash basins have waste traps which can become blocked. With some traps, such as a bottle trap, it may be possible to unscrew the cap and clean them.
3. Toilets will discharge directly into a soil pipe.
4. Gulley
5. Occasionally, inspection chambers get blocked. Usually these can be inspected by lifting the cover.
6. To public sewer or septic tank

Please tell us:

- Do you have a problem with soil water backing up, perhaps in your toilet?
- Is the waste trap to your bath, sink or wash basin still blocked following your attempts to clear it?
- Is there any flooding from an inspection chamber?
- Is there any damage to your home?



Toilets

Sometimes a cistern will overflow. If it does, temporary action may be taken, which is described on the page dealing with **Overflows**.

There can be a problem with the **Cistern** causing it not to fill up. If you lift the **Lid** you may be able to see if this is the case.

Seat Cover

Seat

Pan

Handle

Water Supply Pipe

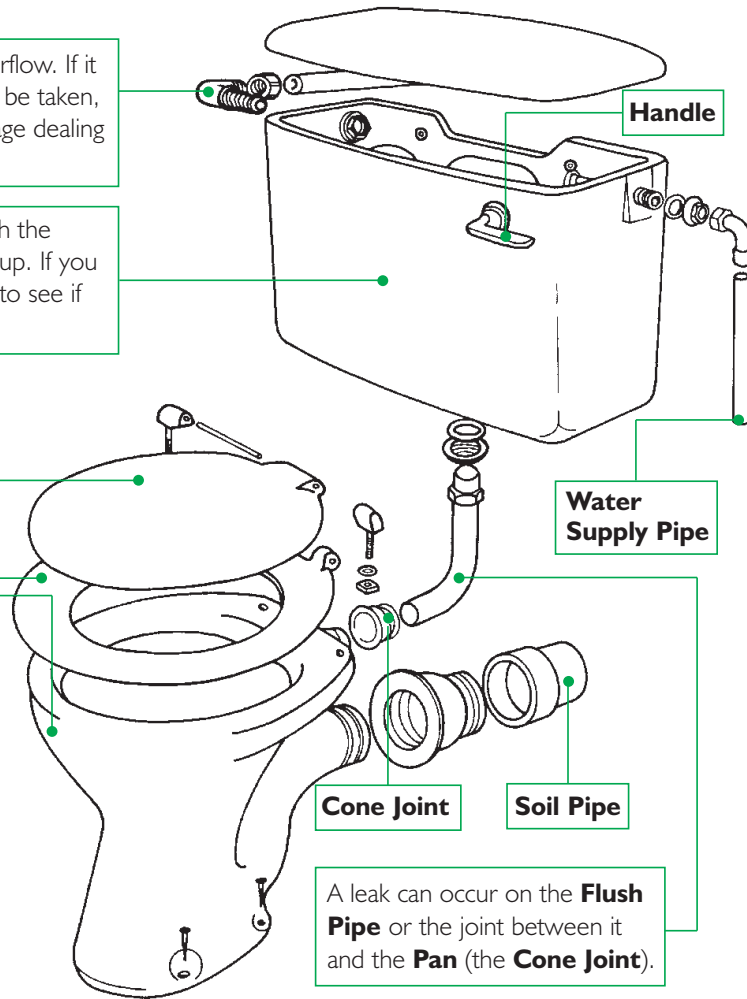
A leak can occur at the **Soil Joint**

A toilet that will not empty when flushed is possibly blocked in the **Pan Outlet**.

Cone Joint

Soil Pipe

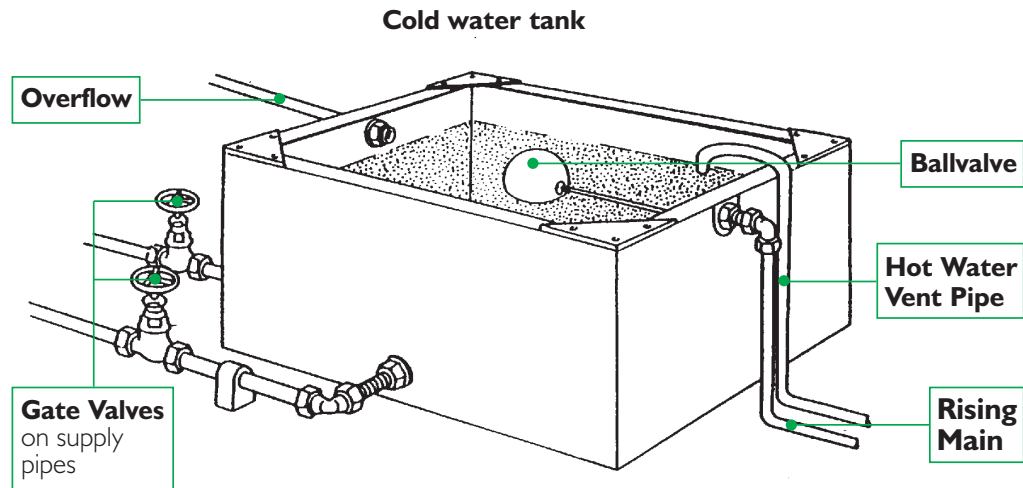
A leak can occur on the **Flush Pipe** or the joint between it and the **Pan** (the **Cone Joint**).



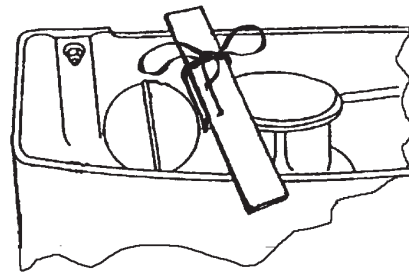
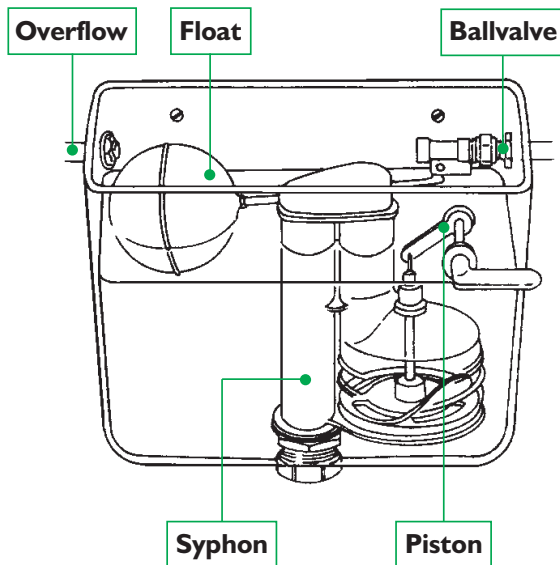
Please tell us:

- Is the pan cracked, or are any pipes or joints leaking?
- Does the toilet only leak when it is flushed?
- If the toilet will not flush, are there any broken parts which you have noticed from looking inside the cistern?
- Has the water supply been turned off?
- Are there any obvious problems, such as a broken pan?
- How did the damage occur?
- Do you have a second toilet in your home?

Overflows



A typical toilet cistern



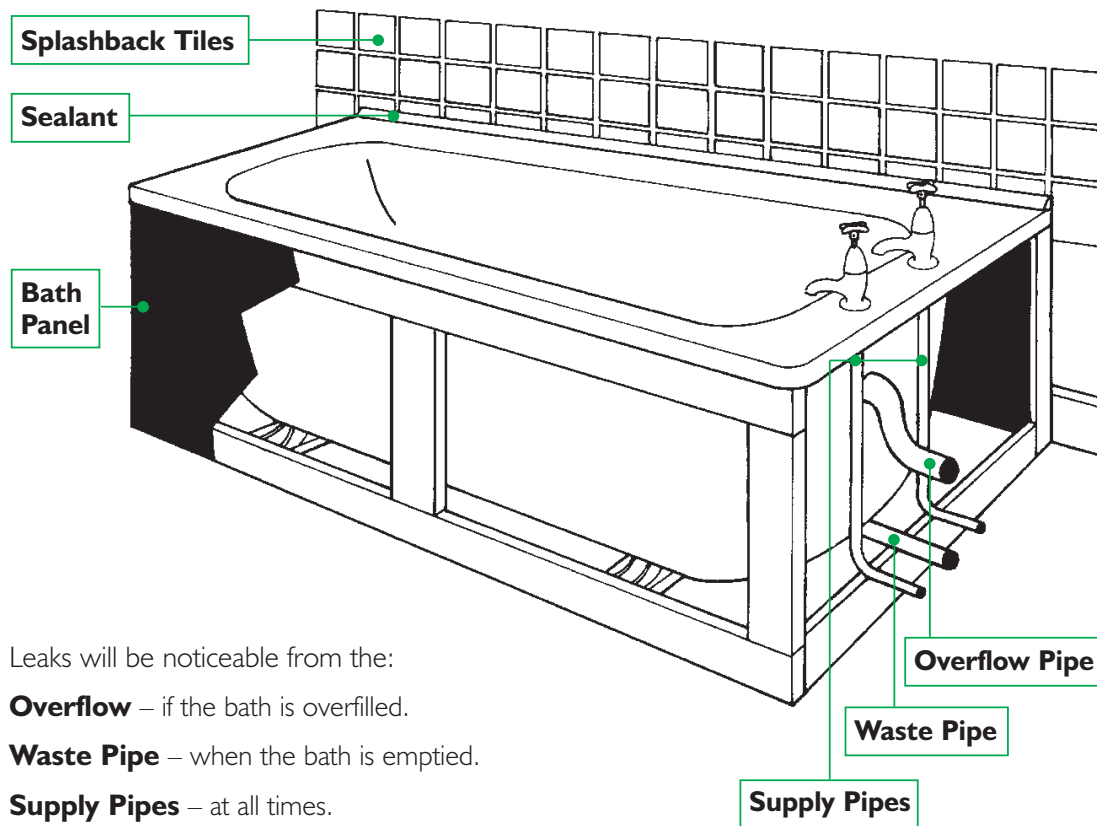
You can take temporary action whilst waiting for your overflow to be repaired by tying the **Float** in the up position, thus closing the **Ballvalve**. This will shut off the water supply to the **Cistern**.

Please tell us:

- Which overflow is running (eg from the toilet, cold water tank, etc)?
- Where does the overflow discharge (eg outside)?
- Is the overflow running continuously or not?

Baths

Damaged sealant between the bath and the splashback tiles will need attention to prevent water seeping through and is usually the tenant's responsibility.



Leaks will be noticeable from the:

Overflow – if the bath is overfilled.

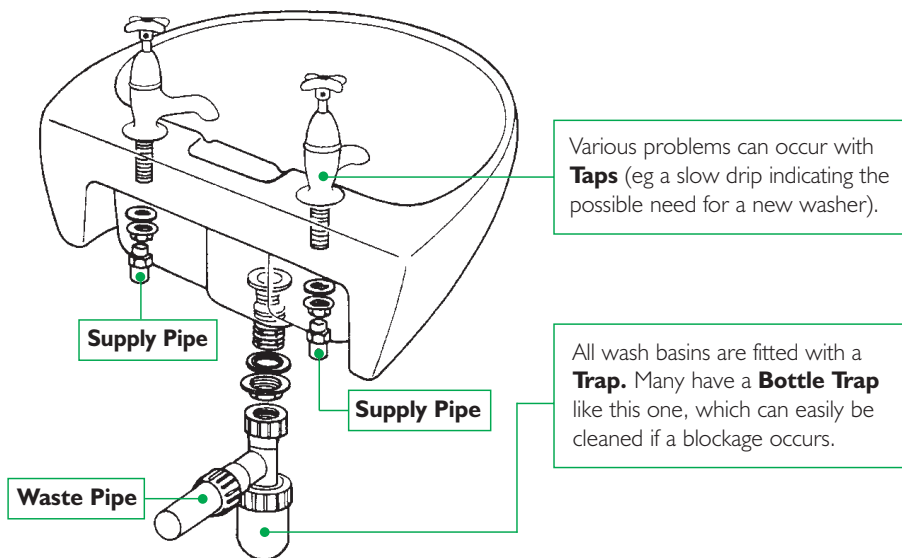
Waste Pipe – when the bath is emptied.

Supply Pipes – at all times.

Please tell us:

- If there is a leak, which pipe is it on?
- If the leak is on a supply pipe, is it the hot or cold one?
- If there is a problem with an overflow pipe, where does it discharge?
- If the splashback tiles are broken, how many tiles are affected and what is their colour and pattern?
- If the bath is damaged, what material, colour and pattern is it?
- Has the leak caused any damage in your home?

Sinks and wash basins



To clean a bottle trap, unscrew the base cap by hand and clean it out. Before unscrewing it, please make sure both taps are off and a bucket or similar receptacle, is placed underneath to catch water and debris. When replacing the cap, make sure it is tightly fitted.

Please tell us:

- Is the problem with the sink (in the kitchen) or a wash basin (in the toilet or bathroom)?
- What exactly is the nature of the problem (eg a blockage, leak, crack, etc)?
- If there is a leak in a supply pipe, is it the hot or cold one?
- If the sink is blocked, what type of trap is fitted?
- Have you made any attempts to clear it?
- How did the damage occur?
- If there is a problem with the tap, what type is it?

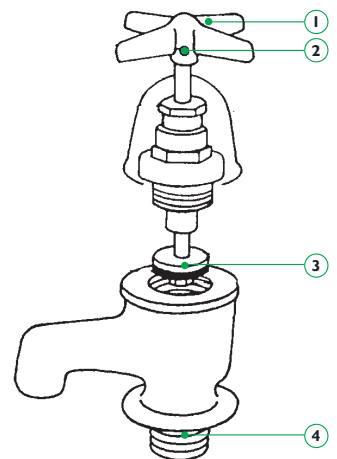
Taps

Traditional pillar tap:

The tap head or handle (1) might be loose, in which case the retaining screw (2) is probably loose or missing.

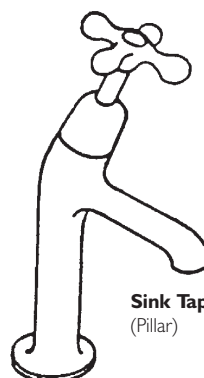
Sometimes a tap will not turn off properly. It is likely that the Washer (3) is worn or broken.

A tap can also be loose or leaking at the base (4). This can usually be rectified by checking and tightening the retaining nut underneath the sink.

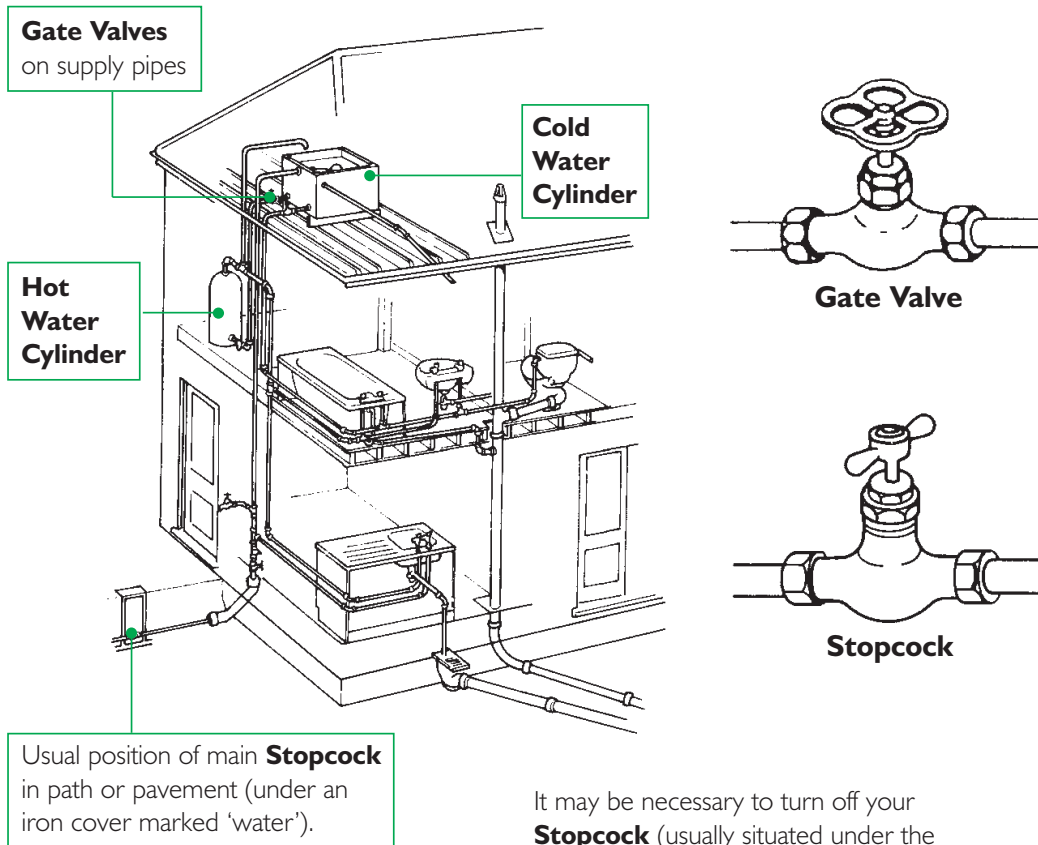


Please tell us:

- What appliance is served by the tap (eg bath, sink, wash basin)?
- What type of tap is it?
- What is the exact problem (eg loose tap head, dripping tap etc)?



Water services

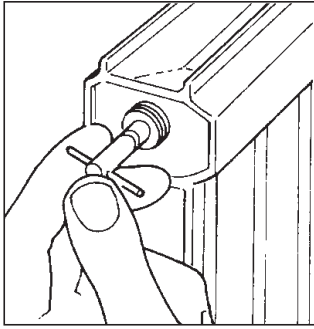


It may be necessary to turn off your **Stopcock** (usually situated under the sink or in the linen cupboard).

Some items of equipment may have their own isolation valves so that the water supply can be turned off without affecting the rest of the supply. If this is not the case, you may be able to turn the relevant supply pipe off at the gate valves on the pipes coming out of the cold water tank. This will leave you with some services even though it might only be cold water to the kitchen tap.

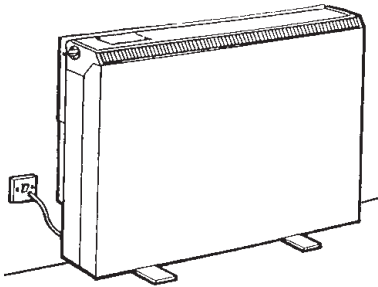
Please tell us:

- If you have a leak, can you see where it is (supply or waste) and which item of equipment is affected?
- How serious is the leak and is it the hot or cold supply?
- Are your electrics affected?
- Have you turned off your internal stopcock and your heating (radiator system)?

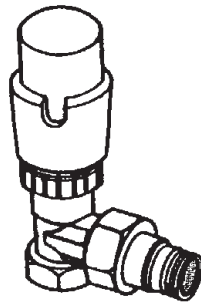


Heating systems

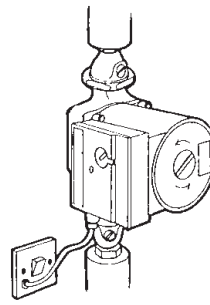
If radiators are not heating up sufficiently, it might be because air is trapped in them and you should try to bleed them. This is easily done with a radiator key. Be sure not to open the valve any more than necessary to let the air out. When the hissing noise stops and the water appears, the radiator is free of air. Remember to re-tighten the valve afterwards.



Storage Heater



Thermostatic Valve



Central Heating Pump

With central heating problems:

- What type of fuel does the system use (gas, electricity, solid fuel or oil)?
- Have you tried to bleed the radiators?
- Does your heating system also provide hot water? If so, are you without both services?
- Have you checked the thermostat, times or fuses?

With all heating problems:

- Have you any alternative means of heating (or, if also affected, of obtaining hot water)?
- Are there any very young or elderly people within the household?

Water heaters

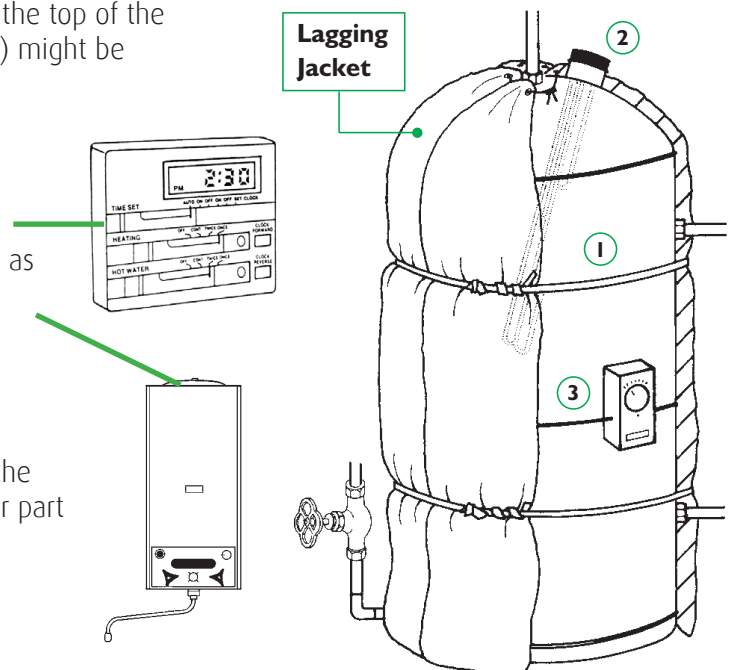
There will often be a temperature control switch (2) at the top of the immersion rod or alternatively a cylinder thermostat (3) might be fixed to the outside of the cylinder.

Where an immersion heater is fitted, there will be a nearby power switch and perhaps a timer.

You may have other types of heater in your home such as a gas fired instantaneous water heater.

It is common for homes to have a hot water cylinder. Water may be heated by an immersion rod (1).

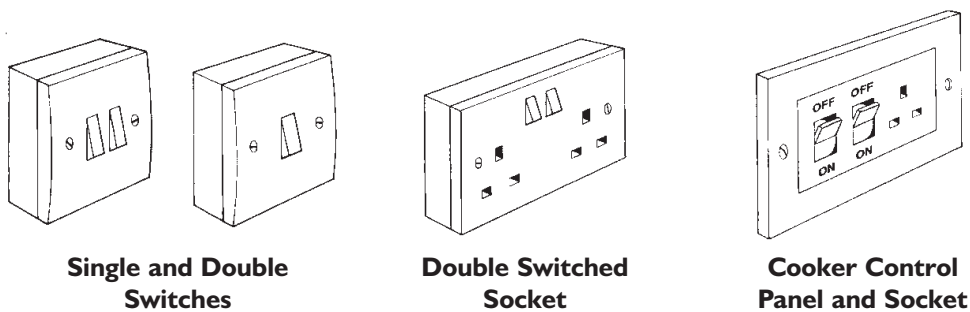
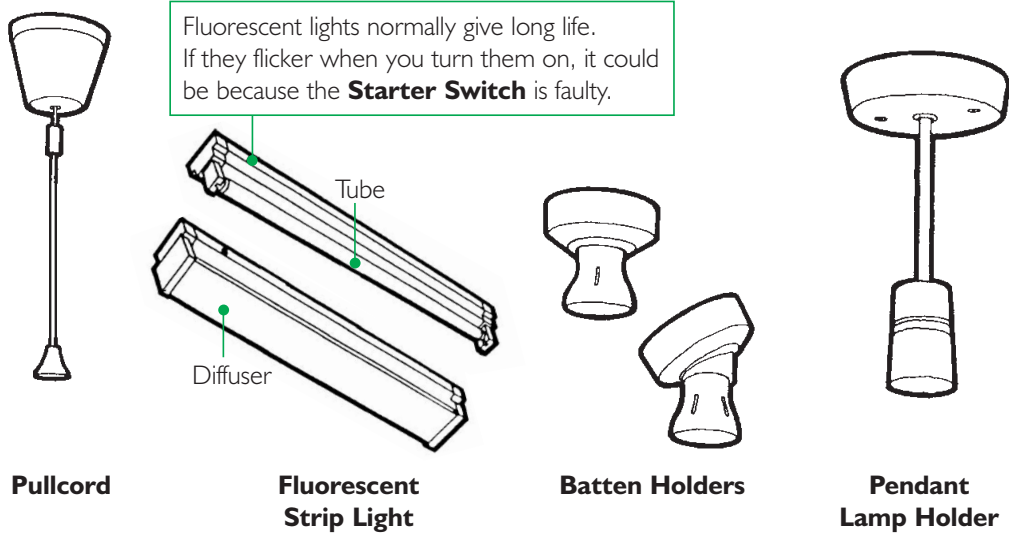
However, it is also common for hot water to be fed to the cylinder from a boiler which is either independent of, or part of a central heating system.



Please tell us:

- What type of heating system you have and do you know the makers name (it may be on it)?
- Do you have hot water at any time or not at all?
- Is the water cylinder hot, even when hot water is not coming through the taps?
- Do you have alternative methods of heating water in your home?
- Do you have other water supply problems?

Electrical fittings

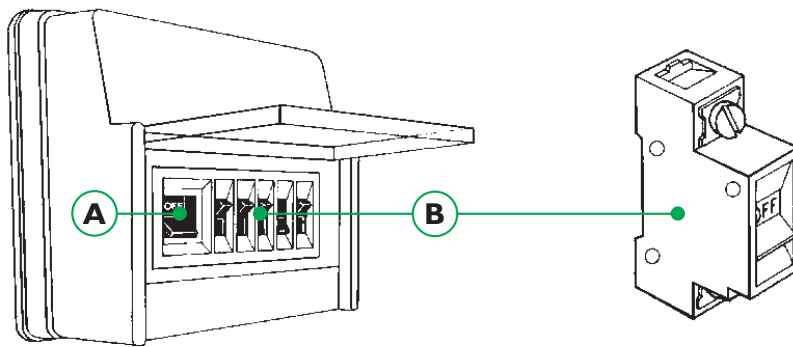


Please remember, care should always be taken with electrical equipment and fittings. Problems such as flickering lights and overheating sockets, should be reported without delay.

Please tell us:

- What is the exact nature of the problem (sockets and or lights not working, lights flickering, broken switch etc)?
- Have you, in the case of light failure, checked the bulb?
- Does the problem affect one room, if so, which one?
- Were you using a particular appliance at the time of the power failure and, if so, have you checked the plug fuse?

Power failure fault finding



Miniature circuit breakers switch off automatically if there is a fault on the circuit.

A – Residual current circuit breaker (RCCB) Current Circuit Breaker (RCCB)

Your main electric switch may now incorporate an automatic switch off device called a Residual Current Circuit Breaker (RCCB).

If a situation arises which creates a potential shock or fire risk, the RCCB will switch off automatically.

If the reason for this is not clear then you should:

- Switch off all MCB's (marked B in the drawing)
- Return the RCCB switch to the 'on' position (marked A in the drawing)
- Switch on each MCB in turn until the RCCB automatically switches off
- Switch off and unplug any appliance connected to that circuit. If more than one, try to switch the RCCB to the 'on' position after disconnecting each appliance. In this way the faulty appliance can be identified.

B – Miniature circuit breaker (MCB) Breaker (MCB)

There might also be smaller switches which replace fuses. These are Miniature Circuit Breakers (MCB's).

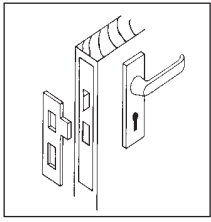
If a circuit is overloaded, or a fault occurs, the MCB protecting that circuit will switch off automatically.

If the reason for this is not clear then you should:

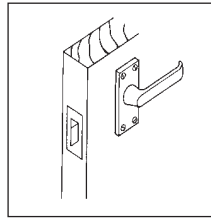
- Put the MCB switch back to the original position. If it will not stay on then...
- Switch off and unplug any appliance on that circuit. If there is more than one, try to return the MCB switch to the 'on' position after disconnecting each appliance, so that the one causing the fault can be identified.

Should either the RCCB or MCB switch not return to the 'on' position, a fault could exist in your circuit, which you should report to us.

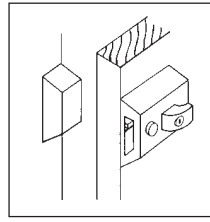
Locks



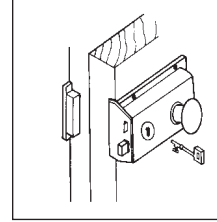
Mortice Lock



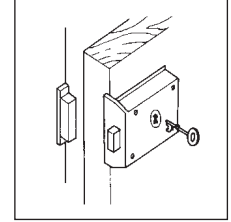
Mortice Latch



**Night Latch
(Yale Lock)**



Rim Lock



Rim Deadlock

The striking plate or keep should be fixed to the door frame.

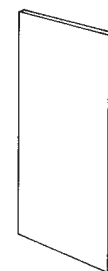
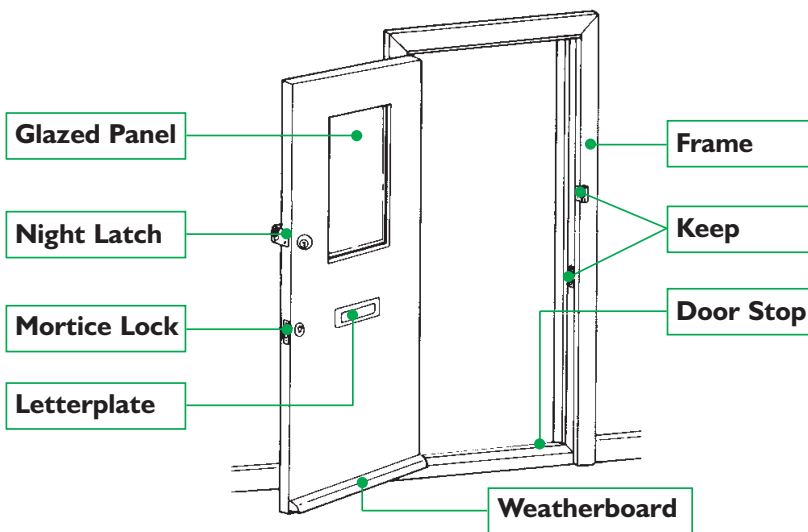
If the lock is sticking, you might try lightly oiling it through the keyhole.

If you have lost or broken your key, we may be able to gain entry and change part of the lock.

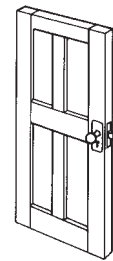
Please tell us:

- Which lock is affected and is there a second lock to the door?
- What type of lock is it (this may be shown on the key)?
- Has the door been forced open?
- If the lock needs refixing, what is the door made of (wood, plastic, metal)?
- Do you have a security problem?

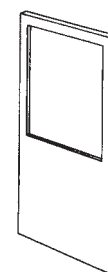
Doors



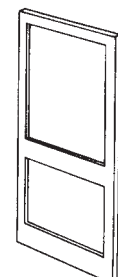
Flush



Panelled



Part Glazed

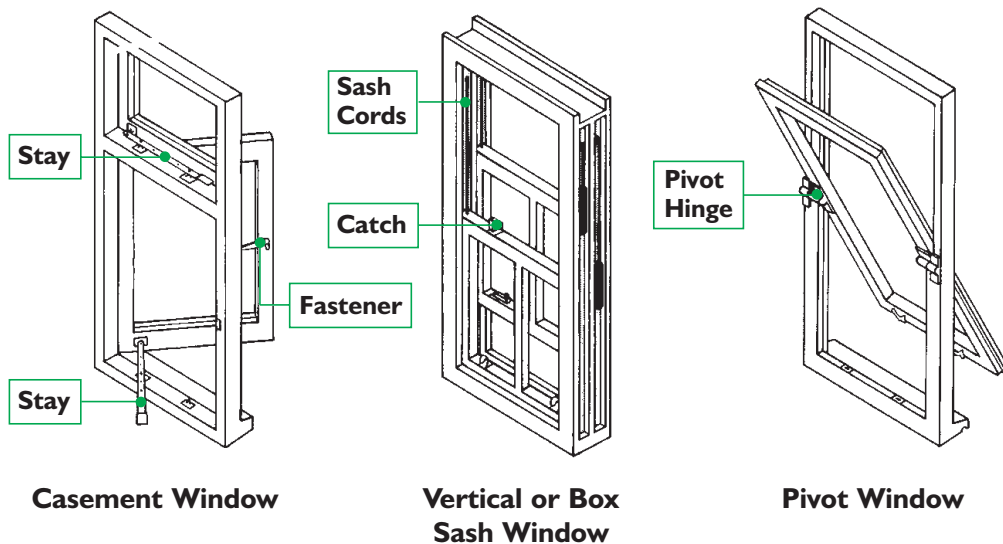


Fully Glazed

Please tell us:

- Which door is affected (internal or external)?
- Have you a security system?
- Was the damage the result of a forced entry?
- If the door will not close properly, has it been recently painted or does it show signs of warping?
- Is there any damage to the frame, locks or door furniture?
- If a glazed panel is broken, what is the type of glass and how was it broken?

Windows



If the glass is broken:

- Is the window single or double glazed?
- Is it clear or obscure glass?
- How did the damage occur?

If it is a problem with the frame:

- What type of window is it and what is it made of (wood, metal, plastic)?
- Which floor is it on and what room is it in?
- Are there any apparent problems, such as visible cracks in the sealing between the frame and brickwork, loose or missing putty, rot in the frame, missing broken stays or fasteners, sash cords which do not work?
- If a tiled sill is damaged, how many tiles are broken or missing and what type are they?
- If you have a problem closing the window, has it recently been painted or does it show sign of warping?

Walls and ceilings

Types of damp

- Damp patches on ceilings may be caused by leaking plumbing equipment or rainwater penetration
- Damp penetrating from outside will appear only on external walls
- Penetration may be apparent near windows or close to gutters or rainwater pipes
- Try to establish whether the damp appears only when it rains or all the time
- Rising damp is caused by water from the ground penetrating damp courses. Signs include peeling wallpaper, lifting floor tiles and discoloured patches on lower walls
- Mould on walls can often be wiped clean but should be reported if it becomes serious
- Condensation is caused by water from the air coming into contact with a colder surface. It is recognisable by water drops on windows and mirrors and sometimes mould patches on walls and ceilings.

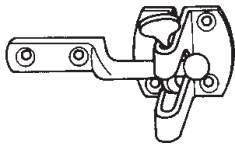
Plaster problems

- A bulging ceiling may need early attention and should be reported as soon as possible
- Plaster flaking off walls and ceilings could have several causes. Usually, an inspection will be necessary to find the cause and best remedy
- Many buildings experience some minor movement, which can cause plaster cracks. In reporting these, try to be specific on such things as location and the extent of the cracks
- Cracked or fallen rendering on external walls should be reported, giving as much detail as possible
- If you are reporting loose, broken or missing tiles, such as in bathrooms, tell us how many are missing or need refixing and their size and colour.

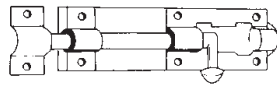
Some ways to reduce condensation

- Heat rooms well (but not with oil or calor gas heaters, which produce moisture)
- Open windows when washing or cooking
- Do not block air vents.

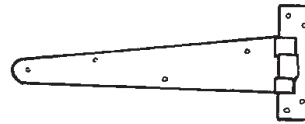
Fences and gates



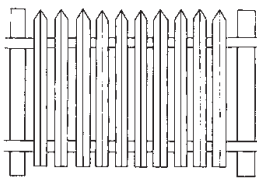
Gate Latch



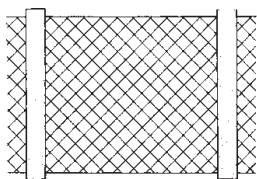
Tower Bolt



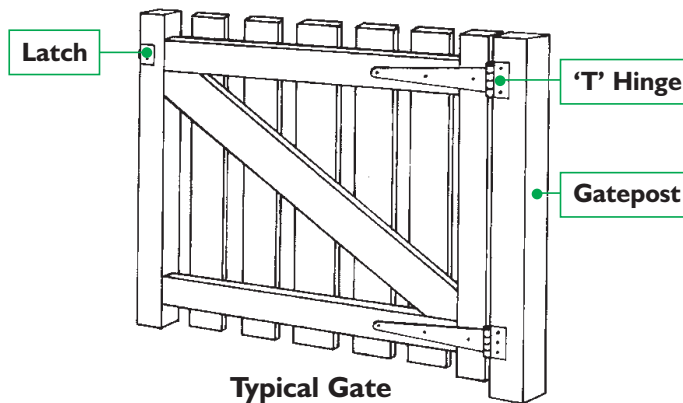
'T' Hinge



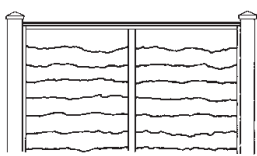
Palisade



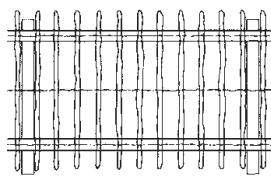
Chainlink



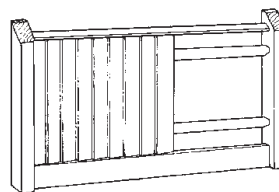
Typical Gate



Larch Lap



Chestnut Paling

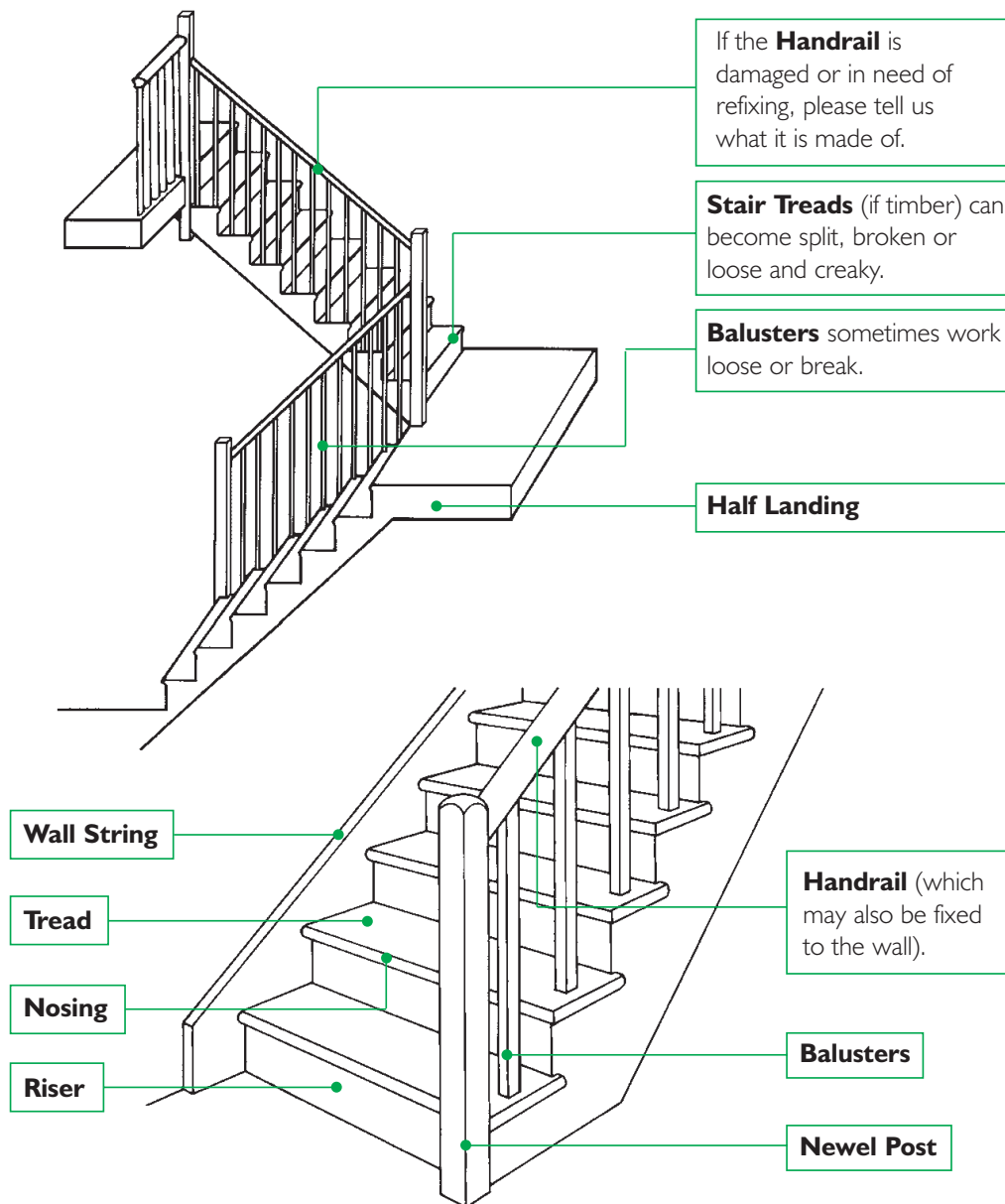


Close Boarded

Please tell us:

- If a latch or lock is broken, can you describe it?
- If your fence is broken, what type is it and where is it?
- Is there any danger to passers-by or other type of risk as a result of a broken fence?

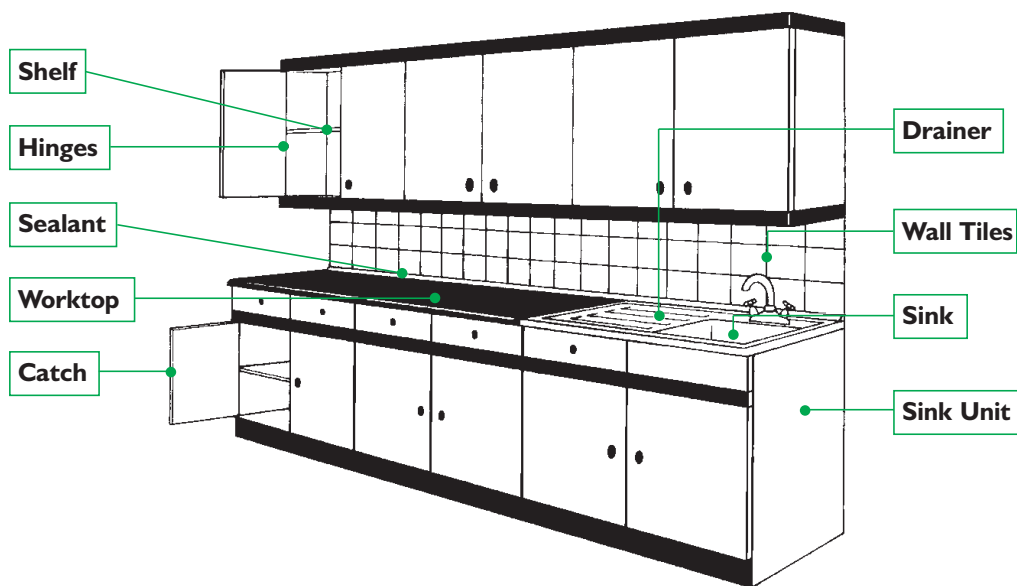
Staircases



Please tell us:

- Is the staircase internal or external?
- Do you know what material the damaged part is made of (wood, metal, concrete)?

Cupboards



For ease of reference, we have shown typical units. There are, of course, various styles and sizes, such as tall larder cupboards, but they nearly all have the same parts shown here.

Please tell us:

- Which item needs repairing?
- Which room is the unit or cupboard in?
- In your opinion, does the item need repairing or replacing?
- What is the colour of the broken part?
- If handles are broken, what type are they?
- How did the damage occur?