



## **COMMON PROBLEMS AND WHAT TO DO IN THE FIRST INSTANCE**

### **Heating Not Working**

It may seem very obvious but check the gas and electric are on, particularly if you have key meters.

Most boilers have instructions on the inside panel, follow these to relight the pilot light. Generally you need to hold in the reset button, keep pressed in for 10 seconds and the light should stay on.

You should also check the boiler pressure. There will be a gauge on the boiler. The gauge should be in the green area. If it is lower, find the top up dial (normally under the boiler) and turn it until the gauge returns to the green zone.

If you have a hot water but radiators appear to be cold you may need to bleed your radiators. This is a simple process tenants can and should carry out and does not require the assistance of a professional. Delmor can provide you with a guide on how to do this on request.

If the problem is not resolved and you have no heating and hot water contact the office during office hours or out with office hours call the emergency contact you have been provided with.

### **Loss of Electricity**

Full loss of electricity usually means a power cut, check with your neighbours, if they have no electricity phone the distributor for your area. (Emergency numbers can be found at the end of this information pack)

Lights have all/part gone out or sockets not working. Lights/sockets can often be tripped by a light bulb blowing or an appliance being faulty and tripping the circuit. Locate the fuse box and check the switches, they should all be up, if any are down flick them on. If the fuse box is older style with wire fuses please contact our office for further advice.

If the problem is not resolved and you have no power supply, contact the office during office hours or out with office hours call the emergency contact you have been provided with.

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## **Drains**

### **The Drains (Sink, Toilet Etc) Are Blocked**

Blockages must be first attended to by the tenant by using a strong drain cleaner and/or plunger. If this does not alleviate the issue then contact the office during office hours or out with office hours call the emergency contact you have been provided with.

*Please note that if debris i.e. foodstuffs or hygiene items are the cause, you may be charged for this call out.*

## **Leaks**

Leak can come from various sources. If the leak appears to be from the roof, move any furnishings or electrical items away from the area. Where possible, use buckets to collect any water.

If the leak appears to be internal, locate the stop-cock (usually under the kitchen sink) and turn the water off.

If the leak is minor, this is not considered an emergency and you should contact the office during normal office hours.

If the leak is causing loss of power, danger to tenants or serious damage to the property, call the emergency contact you have been provided with.

## **Smell of Gas**

If you smell gas call the National Gas Emergency Service on **0800 111 999**. You will be put through to a trained operator who will take all the details.

Do not create a flame or operate electrical switches.

Do put out flames, open doors and windows, keep people away from the area and turn the gas off at the control valve.

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