

Maintenance Manual

This maintenance manual is designed to help you understand how to take care of your property, report any issues, and ensure a comfortable and hassle-free stay.

As a tenant, you have certain responsibilities when it comes to maintaining the condition of your home, and this guide will provide you with practical advice on everyday upkeep, troubleshooting common issues, and knowing when to seek professional assistance.



OUR CONTACT INFORMATION

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Maintenance Reporting

IN CASE OF EMERGENCY

In the event of an emergency, immediate action may be required to protect your safety and prevent further damage. Below are the key situations that qualify as emergencies and the steps you should take.

Burst Water Pipes or Major Leak

If a water leak is severe and poses a risk by affecting electrical circuits:

- Turn off the water supply at the stop tap (location provided on the property notice).
- Turn off electricity at the fuse box if water is near sockets or appliances.
- Report the issue immediately using the emergency contact details provided.

Gas Leak / CO2 Alarm

If your CO2 Alarm goes off or you smell gas or suspect a gas leak:

- Do not switch on or off any electrical appliances, lights, or plugs.
- Open windows and doors to allow ventilation.
- Turn off the gas supply at the gas meter if it is safe to do so.
- Leave the property immediately and call the National Gas Emergency Service on 0800 111 999.
- Report the issue to your property management team once safe.

Securing Doors or Windows After a Burglary

If your property has been broken into and doors or windows are damaged:

- Report the burglary to the police immediately and obtain a crime reference number.
- Contact the property management team to arrange emergency repairs.
- If the damage makes the property insecure, an emergency contractor will be sent out.
- Note: This service is not for lost keys.

Front Door Lock Failure

If your front door lock has failed and you cannot secure the property:

- Report the issue immediately to the property management team.
- A locksmith will be arranged for an emergency lock change.
- Note: Lock changes for lost keys are the tenant's responsibility.

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Electrical Faults

If you experience a complete power failure:

- Check your fuse box to see if any switches have tripped. Reset them if safe to do so.
- Check if neighbours have power—if not, it may be a local outage (contact your electricity provider).
- If the issue persists or involves sparking, burning smells, or exposed wiring, report it immediately and avoid using electrical appliances.

Blocked Toilet (Property Has Only One Toilet)

If your only toilet is blocked and cannot be used:

- Attempt to clear the blockage using a plunger.
- Do not flush repeatedly, as this may cause an overflow.
- Report the issue immediately if it remains blocked after attempting to clear it.

For all emergencies, contact the office or the out of hours emergency maintenance line provided on our website.

If an issue is not an emergency but still requires urgent attention, report it through our maintenance reporting system and call the office.



IMPORTANT INFORMATION

Please be aware that if an out-of-hours contractor is called and the issue is found not to be an emergency, the cost of the call-out may be charged to the tenant. Emergencies are defined as situations that pose an immediate risk to health, safety, or the security of the property.

Head to our website to find our Out of Hours Emergency Contact number.

BATHROOM AND TOILET

Preventing & Cleaning Discolouration of Sealant

Over time, the sealant around sinks, baths, and showers may become discoloured due to mould and moisture buildup. To prevent this:

- Regularly wipe down surfaces to remove excess moisture.
- Use an appropriate mould and mildew cleaner or a diluted white vinegar solution.
- Ensure the bathroom is well-ventilated by using the extractor fan and opening windows when possible

Unblocking Plugholes

Hair, soap scum, and debris can accumulate in plugholes, leading to slow drainage or blockages. To keep them clear:

- Remove hair and debris from the drain regularly.
- Use a suitable drain cleaner or a mixture of baking soda and vinegar to break down buildup.
- Avoid pouring oils or thick substances down the sink, as they can cause blockages.

Preventing Toilet Blockages

Blocked toilets can cause major issues. To prevent this:

- Only flush toilet paper—do not flush wipes, sanitary products, cotton buds, or excessive amounts of paper.
- If a blockage occurs, use a plunger to try and clear it before reporting the issue.

Turning Off the Water Supply

In case of a leak or plumbing emergency, you may need to turn off the water supply using the stop tap.

- The location of the stop tap is provided on the property notice—familiarise yourself with it upon moving in.
- Turn the stop tap clockwise to shut off the water and report the issue immediately.

IMPORTANT INFORMATION

- Regularly clean sinks, baths, and toilets using non-abrasive bathroom cleaners.
- Wipe down mirrors and surfaces to prevent limescale buildup.
- Report any leaks, persistent drainage issues, or ventilation problems as soon as possible.

By following these simple maintenance steps, you can help keep your bathroom in good condition and avoid unnecessary repair delays or charges.

KITCHEN

Unblocking Sink Drains

Blocked kitchen sinks are often caused by food debris, grease, and oil buildup. To prevent and clear blockages:

- Do not pour grease, oil, or coffee grounds down the sink—dispose of them in the bin instead.
- Regularly remove food debris from the drain and use a drain strainer to catch small particles.
- If the sink drains slowly, use a mixture of baking soda and vinegar, followed by hot water, to break down residue.

Kitchen Appliances

To keep appliances working efficiently and hygienically:

- Hob & Oven: Wipe up spills immediately and use an appropriate oven cleaner regularly to remove grease buildup.
- Microwave: Wipe down after each use and clean with a mild detergent to prevent food splatters from hardening.
- Fridge & Freezer: Clean spills promptly, remove expired food, and defrost if ice buildup occurs.
- Extractor Fan & Filters: Clean or replace filters regularly to prevent grease buildup and maintain proper ventilation.

If you have any doubt as to how to use the appliances, search online for the make and model of the appliance and download the manual or watch a video for specific help.

Preventing Pest Issues

A dirty kitchen can attract pests, so it's important to:

- Clean up crumbs and food spills immediately.
- Store all food in sealed containers and avoid leaving food out overnight.
- Empty the bins regularly and use bin bags to prevent leaks and odours.

IMPORTANT INFORMATION

- Wipe down worktops, splashbacks, and cupboard doors with a suitable kitchen cleaner.
- Clean up spills on floors immediately to prevent slips and stains.
- Report any leaking taps, faulty appliances, or ventilation issues as soon as possible.

By following these simple maintenance steps, you can help keep your kitchen in good condition, avoid unnecessary repair delays, and maintain a safe and hygienic living space.

HEATING & BOILER

Issues with heating and hot water can be inconvenient, but not all situations qualify as emergencies. Below are the key heating-related issues and the steps to take before requesting support.

No Heating or Hot Water

If your boiler stops working:

- Check the thermostat – Ensure it is set correctly and not on a timer delay.
- Check the boiler pressure – If it is below 1 bar, it may need repressurising (refer to your boiler manual).
- Reset the boiler – Turn it off and on again using the reset button.
- Ensure the gas or electricity supply is working – If other gas appliances (such as a hob) aren't working, you may have a supply issue.

If the issue persists after completing the above checks, please submit a repair request, providing details of the steps you have already taken.

Frozen Pipes

If your heating isn't working during freezing temperatures, check if external pipes are frozen.

- Try gently warming the pipe with warm (not boiling) water or a hot towel.
- Report the issue if you cannot restore heating.

Radiators

If your radiators are not heating up properly or have cold spots (especially at the top), they may need bleeding to release trapped air.

- Turn off the heating – This prevents hot water from spilling out.
- Locate the bleed valve – This is a small square or slotted screw on the radiator, usually at the top.
- Use a radiator key or flathead screwdriver – Insert it into the valve.
- Slowly turn the valve anti-clockwise – You will hear a hissing sound as trapped air escapes.
- Wait until water starts to drip out, then close the valve by turning it clockwise.

If the issue persists after completing the above checks, please submit a repair request, providing details of the steps you have already taken.

IMPORTANT INFORMATION

- Out-of-hours call-outs may incur a charge if the issue is found to be non-emergency. Before requesting an emergency contractor:
- Check the troubleshooting steps above.
- Consider whether the issue can safely wait until normal office hours.
- Be prepared to cover costs if the contractor determines the call-out was unnecessary.

For non-urgent heating issues, report them through the standard repair reporting system, and they will be addressed as soon as possible.

CONDENSATION

Condensation is a common issue in many homes, particularly during colder months. It occurs when moist air comes into contact with cooler surfaces, such as windows and walls, causing water droplets to form. If left unmanaged, condensation can lead to dampness, mould growth, and damage to your property. This guide outlines simple steps you can take to minimize and manage condensation in your home.

Prevent Condensation

Ventilate Your Home:

- Open windows after cooking, showering, or drying clothes.
- Use extractor fans in bathrooms and kitchens; leave them on for a few minutes after use.
- Use trickle vents in windows if possible.

Control Humidity:

- Use a dehumidifier in damp rooms.
- Avoid drying clothes indoors or do so in a well-ventilated space.

Maintain a Steady Temperature:

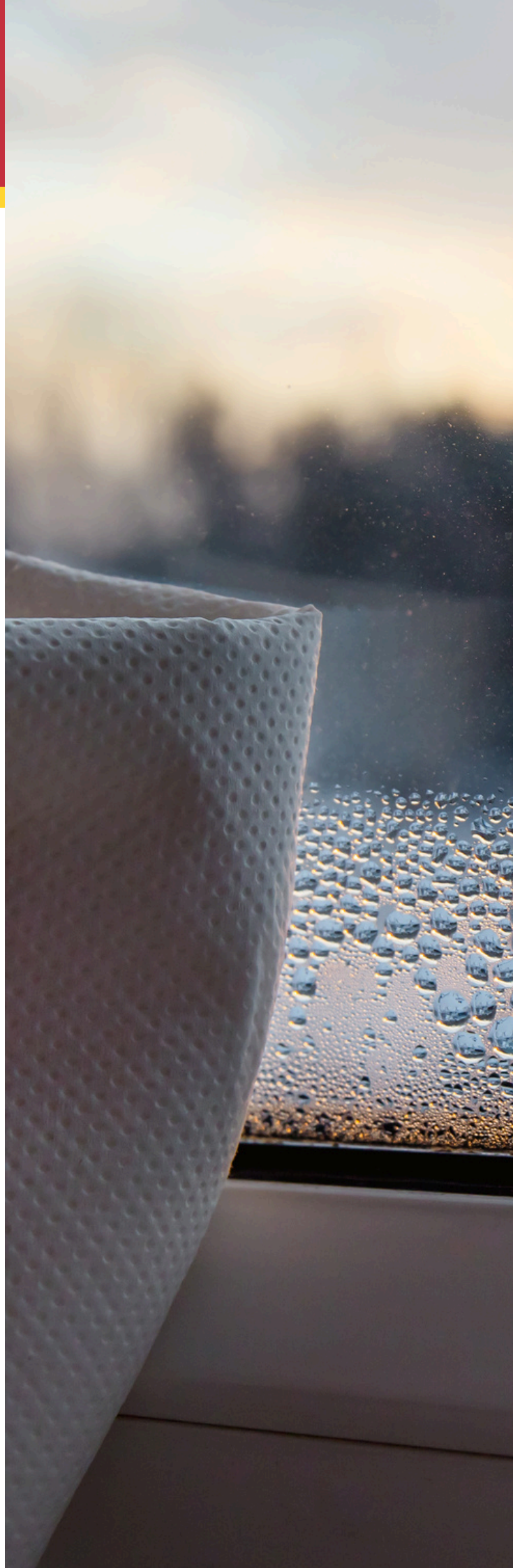
- Keep your home at a consistent temperature to avoid cold surfaces.
- Insulate cold surfaces like walls and windows.

Wipe Away Condensation:

- Wipe water droplets from windows and walls immediately.

Keep Rooms Dry:

- Avoid excessive water use when cleaning and dry floors quickly.
- Ensure good airflow in bathrooms and kitchens.



PEST CONTROL

As tenants, you are responsible for taking reasonable precautions to prevent household pest infestations, including rodents, cockroaches, and textile moths. If an infestation occurs due to negligence or lack of action, you will be liable for the cost of eradication. Below are helpful tips to prevent unwelcome pests from inhabiting your home.

Preventing Pests

- Keep rubbish covered – Always cover your internal dustbins and avoid leaving rubbish for extended periods. Non-covered bins, especially those with food waste, are the main attraction for rodents, cockroaches, and slugs.
- Dispose of empty food containers – Remove all empty food containers (e.g., pizza boxes) from the property, as they can attract pests.
- Clean appliances regularly – Appliances like toasters, ovens, fridges, and dishwashers can accumulate food debris. Clean them regularly to avoid attracting pests.
- Store food properly – Store all open food in sealed plastic containers. Keep the kitchen tidy and wipe up any crumbs or spills immediately.
- Maintain outdoor refuse areas – Keep outdoor bins neatly secured, and ensure that all bin bags are tightly sealed before disposal.
- Minimize clutter – Remove debris and unnecessary items from the property. If there are items you must store, ensure they are not pressed against walls, as this creates perfect nesting spots for pests.
- Check for leaks – Dripping pipes or taps provide a water source for rodents. Always report any leaks on FixFlo for repair.

Dealing with Pests

- Ants: Wipe down surfaces where food is prepared, and if ants appear, use an appropriate insecticide or bait.
- Mice: If you spot mice, seal any holes or gaps, and use traps or repellents.
- Cockroaches: Regularly clean surfaces, fix leaks, and report issues immediately. Cockroach infestations require professional pest control.
- Flies or Wasps: Keep doors and windows closed, especially during warmer months, and ensure screens are intact.

IMPORTANT INFORMATION

If you experience an ongoing pest problem that cannot be resolved with basic preventative measures:

- Report the issue immediately through the standard repair reporting system.
- For serious infestations (e.g., rats, cockroaches), pest control will be arranged, and the issue will be dealt with promptly by a professional.
- By following these steps, you can help prevent pests from becoming a problem. If you encounter any difficulties, please contact your Property Manager.

GENERAL MAINTENANCE

You are responsible for taking care of the property and reporting any maintenance issues promptly. By taking care of the property and reporting issues as they arise, you can help ensure a well-maintained and comfortable living environment.

Damage to Walls

- Small holes or marks – Minor scuffs and small nail holes (e.g., from picture hooks) should be cleaned or filled before moving out. Use mild soap and water to remove marks or a suitable wall filler for small holes.
- Cracks in walls – Small hairline cracks due to natural settling are not usually a concern. However, large cracks should be reported as they may indicate a structural issue.
- Damp or mould on walls – If you notice damp patches or mould forming, ensure the room is well-ventilated and follow the Condensation guide. Report persistent damp issues.

Damage to Floors

- Carpets – Regular vacuuming helps maintain carpets. Any spills should be cleaned immediately to prevent stains. Burns, rips, or significant stains should be reported, as they may require professional cleaning or repair.
- Hard flooring (wood, laminate, vinyl, tiles) – Avoid dragging furniture across floors to prevent scratches. Mop and clean regularly with appropriate products. Report any loose tiles, broken floorboards, or water damage.
- Water damage – If flooring appears swollen, soft, or damaged due to water exposure, report this immediately to prevent further deterioration.

Ceilings

- Cracks or peeling paint – Minor cosmetic cracks or peeling paint can occur over time. However, if large cracks, sagging, or water stains appear, report them immediately, as they may indicate a leak or structural issue.
- Leaks from upstairs – If you notice water dripping from the ceiling, try to locate the source and report it urgently, especially if it is coming from an upstairs neighbour.

IMPORTANT INFORMATION

Using the maintenance reporting system ensures repairs are handled efficiently, prioritized correctly, and assigned to the right contractor without delay. It speeds up response times, improves communication, and keeps a clear record of reported issues for transparency and compliance. Always use the system to report problems, and for emergencies like gas leaks or major leaks, follow the Emergency Contact Procedures in your maintenance manual.

Maintaining your home is a shared responsibility, and by following this guide, you can help ensure a safe and comfortable living environment. Regular upkeep, prompt reporting of maintenance issues, and taking preventative measures will help avoid bigger problems down the line. Always use the maintenance reporting system for repairs, providing as much detail as possible, and follow the emergency procedures for urgent issues. If you have any questions or need further assistance, don't hesitate to reach out. Your cooperation helps keep the property in good condition for you and future tenants.



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