

Home troubleshooting guide

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Please see this guide to troubleshoot common maintenance issues that can occur in your house.

Before contacting FutureLets with your repair request, please have a look at the tips below to avoid an unnecessary call out. If a contractor attends to a problem at your home and it is found that it was due to tenant neglect, you will be charged for the call out and subsequent repair. These tips will not resolve all issues but are worth trying before you contact your agency.

Lock outs

We understand people can mislay keys or close doors behind themselves with keys still in the room. If this occurs out of hours, the first thing to check is that there is somewhere in the house that you can stay for the evening (for example, a sofa in the living room). If you are locked out of the house, your first call should be to a housemate who can let you into the house. If it is essential to get into the bedroom, you may have to call a locksmith. However, during office hours, if FutureLets have an office set, we can open your door, but there will be a £25 call out charge. Alternatively, you can collect a key from the office and leave a £25 deposit. You will need to return the key the same day. Please refer to your tenancy agreement for replacement key charges.

Boiler faults

The most common fault with a boiler is the pressure dropping to 0. When looking at your boiler, you will see an analogue clock which will have a reading between 0-5 (in most cases). The gauge should be around the 1.5 mark to give the optimum pressure for a boiler. If it is any lower than 1, then the pressure needs to be increased. We would not expect a tenant to increase the pressure themselves, but this information will help to determine whether we can reset your boiler or whether we need a gas engineer to attend. Engineers will usually attend during office hours, or within 24 hours if there is no hot water or heating.

Smoke alarm

When smoke alarms start beeping, it usually means the batteries need changing. A constant alarm will indicate smoke and possibly a fire. Check for smoke first and if there are signs of smoke or a fire, then call the emergency services immediately. If it is simply the battery, please change it. If you are unable to do this, please advise FutureLets.

Kitchen/bathroom sinks are blocked

- This is usually caused by food waste being put down the sink and collecting, causing a blockage.
- Clean any food stuffs from the sink and pour a kettle of water down the sink.
- Try using sink/drain unblocker to try and free the blockage.
- You may need to clean the U-bend. Ensure the taps are turned off, put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove the blockage and re-screw the pipe back together. Pour a kettle of water down the drain.

No power

- Have you contacted your electricity supplier? There may be a fault in the street.
- Check with your neighbour if they have any power.
- Check your fuse box. A faulty appliance such as straighteners, toaster, etc. may have overloaded the supply and the safety switch has been activated and needs re-setting. You will notice if this has happened as there will be one switch down and all the others up.
- Check that one of your appliances is not faulty by unplugging all your appliances in the house then re-set the switch to the up position and plug the appliances back in one at a time. The electricity will cut out when the faulty appliance is plugged back in. This tip also can be used if your power is tripping lights or power points in your house.

No hot water

- If you have pre-payment meters, check there is credit on them.
- Is it gas or electric?
- If it is a gas hot water system, is the gas turned on to flow through the gas hot water system?
- Have you checked to see if your pilot light has gone out? Some gas hot water systems can be easily relit, whereas others may require a tradesperson.
- If it is electricity, then please ensure that the hot water cylinder is switched on at the power point and that the plug is plugged in properly.
- Check the fuse box and ensure the hot water fuse is switched on.

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No lights and power points

- Check your fuse box. If there has been an overload, the safety switch may need re-setting.
- Does a light bulb need replacing?

Light bulbs

Tenants are responsible for replacing their own light bulbs. We will always try to ensure that all bulbs are working at the start of your tenancy. Please just take care when you are replacing any bulbs. If the bulb is out of reach, please contact us by email and we will advise.

Bath/shower leaks and water leaks

Please advise FutureLets of any watermarks or drips that suddenly appear on ceilings or walls. Water bubbling out of the ground could be a serious problem, so please phone our office immediately. The most common problem in properties is leaking from wet areas e.g. bathrooms, laundries, kitchens into adjoining rooms. A regular check for water leaks is advisable.

Faulty switches or fans

Do not attempt to fix these yourself. Do not use switches which you suspect might be faulty. Contact our office as soon as possible.

Blocked shower, sink or drain outlets

- Showers - a common problem with blocked showers, in most cases, is the build-up of hair and soap residue. The shower trap outlet can be unscrewed or lifted and hair and soap residue can be removed; the trap cleaned and replaced.
- If needed, pour drain/sink unblocker into the shower/drain as directed.

Condensation/mould

Condensation will build up during colder months and can be further affected by lack of ventilation within the property. Drying clothes in the house and not having the heating on regularly is the biggest culprit. If condensation starts to appear, wash it down with diluted bleach water. Check the below to avoid condensation.

- Do not dry clothes on radiators
- Use the heating regularly
- Always use extractor fans when cooking
- Keep furniture off the walls

The air in a property can only hold a certain amount of water vapour - the warmer it is, the more it can hold. If this is cooled by contact with a cold surface, such as mirror, a window or even a wall, the water vapour will turn into droplets of water, which creates condensation. Mould will only appear if it isn't prevented in the first place. Condensation is often mistaken as mould/damp.

Reporting maintenance issues

If you are unable to resolve any issues in the property by using the tips above, please email enquiries@futurelets.co.uk. If the request is urgent, please call the office on **024 7615 8158** in the first instance and follow up with an email.