

Midway Property – Tenant Guide

Emergencies

The following are suggestions of what to do in case of an emergency situation.

Fire

- In case of fire dial 999.
- Get everyone out and do not go back for any reason.
- Close all doors and windows.
- Warn your neighbours if any of them might be in danger.
- If you live in a block of flats set off the communal fire alarm.

Smell of Gas

- Open the doors and windows.
- Check to see if any gas has been left on unlit, or the pilot light has gone out. If so, turn the appliance off, and do not try to relight it.
- If you are uncertain whether the leak has been stopped, turn the main gas supply off at the meter and phone the gas emergency service immediately: National Grid 0800 111 999
- Do not turn any electrical switches on or off
- Do not use the door bell
- Do not smoke
- Do not use matches or naked flames

Bursting or Leaking Pipe

- Turn the water off at the mains.
- If electrics are effected, turn off the electricity at the consumer unit (see helpful tips).
- Call the Office or Out of Hours Emergency number.

Loss of Electricity

- If neighbours are also effected, call your electricity company (check your electricity bill for the number).
- Check your fuse box to see if a switch has tripped or a fuse blown (see 'Electrical Troubleshooting').
- If none of the above apply and the problem persists, call the Office.

General Troubleshooting

My electric oven has stopped working:

- You may have accidentally re-set the timer. Check and reset your clock.
- If there is no power at all, check your fuse box to ensure that the circuit hasn't tripped. Refer to 'Electrical Troubleshooting'

My washing machine is not draining, or has stopped mid cycle:

- Your pump filter is probably blocked. Drain the machine and check the filter for foreign objects.

My sink is draining slowly / not draining at all:

- This is likely to be caused by a build-up of food and lime scale.
- Buy a sink/drain unblocking liquid to remove the blockage.
- Alternatively, use a plunger.

The Gulley in the garden is overflowing with water:

- This is likely to be caused by a blockage in the Gulley. Either some debris (leaves, stones, a ball) has fallen into the gulley, or too much congealed washing machine powder has caused a blockage.
- Remove the grid over the gulley (if one is in situ)
- Use a Sink Plunger to clear the blockage.

My radiators aren't hot all the way up:

There is too much air in the system so you will need to bleed your radiators. You will need to 'bleed' the Radiators. See below:

When to do it:

- If the top part of the radiator is cold, while the bottom is warm, this is because air is trapped in the system (which should be filled with water). Bleeding the radiator releases this air and allows hot water to fill the whole system.

Before bleeding:

- If the whole radiator is cold, check that the radiator valve is turned up. If more than one radiator is cold, the whole system may need to be checked by a heating engineer. Call the Office during working hours.
- Turn off the heating system before bleeding; otherwise the pump might draw more air into the system. You will need a special radiator key, available from most DIY and hardware shops. You will also need a rag or cloth and a bucket or bowl.

My central heating isn't working properly:

- Have you checked that the thermostat isn't set too low and that the timer is set correctly on the boiler?

Electrical Troubleshooting

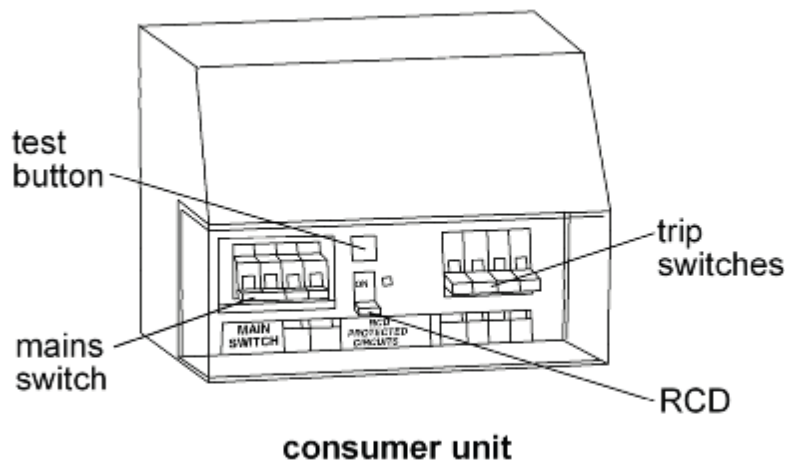
If you need to turn off all electricity (e.g. because of water penetration), use the main ON/OFF switch on the electricity consumer unit (fuse box).

Checking your fuse box:

Check your consumer unit (fuse box), It will either have fuses or trip switches. Modern electric circuits are fitted with a circuit breaker fuse system. If a fault develops, a switch is tripped and the circuit is broken, stopping power to the circuit.

When a switch has tripped:

Open the cover on the consumer unit to expose the trip switches. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail refer to any user manual supplied.



Plugs:

Overloaded circuits are common causes of a trip blown fuse. Therefore do not overload plug sockets by using.

Leaking, Burst or Frozen Pipes

When pipes leak:

- Place a dish or bowl underneath the leak.
- Pull back any carpets and lay down newspapers or towels to absorb any dampness.
- Call the Offices on 020 8318 1666.

When pipes burst:

- Turn off the water at the main stopcock, and switch off any water heaters.
- Open all taps to drain water from the system.
- Can it be isolated? Some appliances may have their own isolation valve, you can use these to stop their water supply.
- Call the Office on 020 8318 1666 or the Out of Hours Emergency number.

If electric fittings get wet:

- Do not touch.
- Turn off electricity at the consumer unit.
See “Turning off electricity”

Fire Safety

Smoke Alarms

All of our properties are fitted with a Smoke Alarm. These are tested to ensure they are working at the beginning of each tenancy. Many of the Smoke Alarms fitted in our properties will be Mains Wired, some however, may be battery smoke alarms. In any event, please remember to:

- Test the Alarm every week
- If Battery powered, change them every year and finally....
- Never remove the Battery!

Be extra careful with Electrics

- Avoid Overloading Sockets. Keep to One plug per Socket
- Use a proper adaptor when using a non UK electrical appliance. Never put two prong plugs into three prong sockets.

- Don't use heaters for drying clothes and keep them a safe distance away to avoid them catching fire.
- Inform us immediately if you are concerned about the electrics in your property. If you notice burn marks around plugs or cables for example.
- Don't fix faulty electrics yourself. Inform Midway Property.

Stay Safe with Candles and Cigarettes

- Make sure Cigarettes are put out after you have finished using them.
- Be extra careful if you have been drinking alcohol or taking medication which may make you drowsy.
- Be careful with candles and tea lights. Avoid placing them on or near materials that could burn or catch fire – like curtains.

Plan an Escape Route

- Plan an escape route and make sure everyone knows the route. It may save your life!
- Establish where the fire exits and alarms are if you live in a large or high level building.
- Count how many doors you might need to go through to escape. It can be hard to see in smoke and you might become confused about where you are.
- Keep all exits clear, even communal areas.
- Keep fire doors closed. They help to slow down the spread of fire and will give you extra time to get out.
- Keep door and window keys where everyone can find them

For further advice and guidance on Fire Safety in the home, we would refer you to the following website....

www.gov.uk/government/publications/fire-safety-in-the-home