



## **Gloucester Grove Estate Tenant Management Organisation**

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**Gloucester Grove Estate TMO, Wickway Court, Cator Street, London SE15 6QD  
Tel:020 3643 6941 Email: [info@gloucestergrovetmo.org](mailto:info@gloucestergrovetmo.org)**

**Company Number: 8484494 VAT Registration Number: 172439892**

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Dear resident ,

Welcome to your repairs booklet.

This booklet is designed to make reporting repairs to your home as easy and quick as possible. It adds to the information already included in the 'looking after your home' section of your tenants' handbook.

This booklet is made up of five main sections:

### **How to report a repair**

This first section explains how you can report a repair, what our appointment times are and how you can get ready for the repair.

### **Who is responsible for the repair?**

Most of the day-to day responsive repairs will be done by Gloucester Grove Estate TMO. Southwark Council has a legal responsibility to carry certain repairs. There are also some repairs which you are responsible for. This section explains which repairs are our responsibility and which are yours, in line with the law and your conditions of tenancy.

### **When will your repair be done?**

There are laws which state how quickly we must complete certain repairs. Where there is no legal time limit, we have set ourselves a strict target for when you can expect your repair to be completed. This section explains the different completion times and which repair they apply for.

### **Handy hints**

This section has advice on how to deal with some of the common problems you may come across such as how to unblock a sink or toilet.

## Section 1 - How to report a repair

### By visiting the local office

**You can report your repair directly by visiting the housing office on Cator Street**

### By phone

The best way to report a repair is directly on 020 3643 6941 during working hours. (9.00am to 5pm).

For out of hours repairs please call **0800 952 4444** (this number is available 24 hours a day, seven days a week).

This is a freephone service unless you are calling from a mobile phone.

When you report a repair you should be ready to give us

- Your name, address (including postcode) and a daytime phone number.
- As much information about the repair as possible. Go to our web site. [www.gloucestergrovetmo.org](http://www.gloucestergrovetmo.org) to see a picture of the item that needs repairing and give us as much information as possible
- Whether you have had to report the repair before.

### By visiting our website

[www.gloucestergroveestatetmo.org/repairs](http://www.gloucestergroveestatetmo.org/repairs)

This website will enable you to report the repairs on-line

### By letter

The Manager  
Gloucester Grove Estate TMO  
Wickway Court  
Cator Street  
London SE15 6QD

### By email

**repairs@gloucestergrovetmo.org** (this should not be used for emergency or urgent requests)

### Reporting gas repairs

If you smell gas, phone the emergency number 0800 111 999 immediately. It does not matter who your supplier is. This is a freephone number unless you are calling from a mobile phone.

Repairs to any gas cookers or similar appliances that you have fitted are your responsibility. Please note these must be fitted by a 'Gas Safe' registered installer (previously known as Corgi).

You should report repairs to gas fires or boilers on 0800 952 4444 in the normal way.

## **Appointments and working hours**

Normal working hours for non-urgent repairs are from 8am to 8pm, and we will aim to make an appointment for all repairs. Some larger repairs will take some time to carry out so appointment times for those will be limited.

## **Getting ready for the repair**

Sometimes, someone mostly our handy person may need to visit your home to inspect the repair before we can register it. If this is the case, we will make an appointment and the officer will carry our identification.

We may also have to ask you to remove furniture, curtains or carpets from a room before we can start the repair. Our staff will tell you about this when making the appointment for the work. If you do not do this, the work may be delayed.

## **What to do if you are not happy with the repair**

We work hard to make sure our contractors do good work which is right first time. However if you are not be happy with the quality of a repair, the first thing you should do is to contact us on 020 3643 6941 and we will send someone round to either fix or inspect the problems.

If you are still not satisfied, you can make a formal complaint to the TMO manager or management board.

## **Improving our repairs service**

We are always trying to improve our repairs service so we do need to know when you are not happy with the quality of the work.

To help us improve the service, we carry out satisfaction surveys. Do not be surprised if one of our staff calls you when the work has been finished to ask you how well it went. If we have not been able to call you, we will send you a feedback form asking for your comments. We also use research companies like Mori to carry out independent surveys to help us assess our performance.

## **Contractors' code of conduct**

Our contractors must

- Not play radios when working in your home
- Not smoke when working in your home
- Make sure that there is clear and safe access to your home at all times
- Make sure that they carry identification
- Not use abusive or offensive language
- Not leave dangerous tools around
- Park considerately
- Use dust sheets and clean up afterwards
- Make sure your services are reconnected at the end of the day
- Wear appropriate clothes

## Section 2 - Who is responsible for the repair?

By law, the Council must repair and maintain

- The structure and outside of your home
- Installations that directly or indirectly bring services like water, gas, electricity or heating into your home – for example water pipes, as well as any fittings we have installed such as boilers

The TMO will be responsible for

- most day to day repairs to your home
- The common parts and communal facilities of the block and estate

TMO Responsibilities	Council Responsibilities
RESPONSIVE REPAIRS PLUMBING & ELECTRICS & CAPENTRY DRAINAGE –SURFACE GUTTERING AND GULLIES VOIDS- REPAIRS, ELECTRICAL SAFETY CHECKS, DECORATION & LETTING OF EMPTY PROPERTIES WATER SUPPLY – IN PROPERTY ESTATE LIGHTING ASBESTOS IDENTIFICATION GARAGES – REPAIRS AND MAINTENANC	MAJOR WORKS DOOR ENTRY SYSTEM DECENT HOMES WORKS COMMUNAL DOORS DRAINAGE UNDERGROUND HEATING REPAIRS IN PROPERTY GAS SERVICING BOILER REPLACEMENTS ASBESTOS –REMOVAL COMMUNAL WATER TANK TESTING WATER – MAINS TO STOPCOCK LIFTS TV AERIAL ROOFING

### Right to repair

The 'Right to Repair' scheme was introduced by the government to make sure that certain small urgent repairs, costing up to £250, which might affect your health, safety or security are done quickly and easily.

If a repair is not completed within the prescribed time, you can ask us to appoint a second contractor to complete the repair. If the repair is not completed by the end of the second prescribed period, you will be entitled to compensation of £10, plus £2 a day for every day the repair remains outstanding, up to a maximum of £50. We will pay your compensation – unless you already owe us some money. If you do owe us money, we will take this out of your compensation.

Repairs that are covered by the right to repair scheme include

- Unsafe power or lighting sockets or electrical fittings
- Blocked flue to open fire or boiler
- Leaking roof
- Toilets which don't flush
- Blocked sink, bath or basin
- Leaking from a water or heating pipe, tank or cistern
- Loose or broken banisters or handrails

## Repair responsibilities

The table below lists the main types of repair and shows whether they are our responsibility or yours.

Repair	Our responsibility	Your responsibility	Comment
Bath panels		√	
Bath or sink plugs		√	
Blocked sink, drain or toilet	√		
Broken electrical fittings	√		
Broken glass in windows		√	Unless resulting from criminal damage and you provide a crime reference number
Burst pipe	√		
Ceilings	√		
Ceramic wall tiles		√	
Communal TV aerials	√		
Communal lighting	√		
Curtain rails and battens		√	
Damage to our property/ fixtures and fittings due to negligence		√	If we have to do this type of repair, we may recharge you the cost.
Decorating		√	Unless damaged while we were doing a repair
Door bells, letter boxes or house numbering		√	
Door-entry systems	√		
Draft excluders		√	
Faulty entrance door lock	√		
Fences and gates		√	
Floors	√		We are not responsible for repairing or renewing floor coverings, such as carpets
Inside doors		√	Unless it is the kitchen fire door
Internal kitchen fire door	√		
Kitchen cupboards	√		We will repair but not renew kitchen cupboards
Light bulbs		√	Including fluorescent bulbs for kitchens
Lost keys		√	
Minor leak	√		
No heating or hot water	√		

No working lights in the kitchen or bathroom	√		
Slipped roof tiles	√		
Toilet not flushing	√		
Toilet seats		√	
Individual TV aerials		√	
Washing lines and pulleys		√	
Washing-machine connections	√		

### **Repairs we charge for**

We will charge you the full cost of a repair if you have caused it by your negligence or abuse, or if we have had to force entry because you have not allowed access for pest control, gas servicing or during a major work project.

### **Vandalism and neglect**

We are not responsible for repairs caused as a result of damage or neglect by you, your family, your visitors or your pets, including any accidental damage or any alterations you may have made. In some circumstances, if you damage our property we will consider that you have broken your tenancy agreement. If we have to carry out any repairs you have caused, we will charge you for the full cost of the work including our administrative costs.

If you cause serious damage to our property, you risk losing your home.

If your home has been damaged by criminal action, you must report this to the police so that they can investigate the matter. The police will give you a crime number, which you must give us so that we can arrange any repairs that are needed

## Section 3 - When will my repair be done?

### Gloucester Groves TMO Service Pledges Repairs

- We will honour our appointments
- We will offer two set appointment times per day (am or pm)
- We will try to accommodate working household with early am appointment or late pm appointment
- We will let you know if we are late
- We will met our repairs key performance indicators e.g. targets for doing emergency, urgent and normal repairs, and turnaround void properties
- We will do our best to let you know how long the repair is expected to take.

Where we are responsible for a repair we will give it one of the following three priorities

- Emergency
- Urgent
- Non urgent.

#### **Emergency (E) – within 24 hours.**

For emergency repairs our contractor will attend within 24 hours.

Generally a repair is categorised as emergency if it

- Poses a serious risk to health and safety
- Poses a serious risk to the structure of the property
- Results in the property being insecure

Where there is a danger to your health and safety, we attend within two hours of you reporting the repair. Please note that this will be to make the situation safe. We may have to come back another day to do the full repair.

The following repairs will be categorised as emergency:

	Problem	Description of repair
Electrical	* Total loss of electrical power (but not when supply company has shut off supply)	Electrician to visit and progress repair
	* Unsafe power or light socket or electrical fitting No working light in kitchen or bathroom	Trace cause of failure – correct or leave safe
Plumbing	* Total loss of water (but not when supply company has shut off supply)	Contractor to visit and progress the repair

	* Burst pipes or hot water cylinders, causing internal flooding	Repair or renew Drain down or disconnect supplies
	* No working toilet	Repair or renew
	* Blocked sink, drain or any toilet resulting in overflow or back surge	Clear blockage
	* Leak on toilet pan, soil pipe/ waste stack	Remake/ renew pan
	* Tap which cannot be turned off	Repair or replace tap where water cannot be turned off at stopcock
Heating / hot water	* Total or partial loss or heating or hot water between 1 October and 31 March	Heating engineer to visit property to progress repair
	Fault on individual central heating unit (including flooring heating, electric storage heater) between 1 October and 31 March	Heating engineer to visit property to progress repair
Bricklayer	Dangerous or missing brickwork, concrete or rendering likely to cause injury or damage to property	Make safe and secure are. Remove dangerous parts and/or shore up
	Damaged or missing communal drain grates/covers or inspection chamber covers.	Make safe and renew as necessary
Plastering	Collapsed ceiling	Remove loose plaster and leave safe. Provide temporary cover sheets in rooms used for cooking and preparation of food.
Carpentry	* Loose or detached banister or handrail	Make safe and renew as necessary
	* Rotten floorboards	Make safe and renew as necessary
Roofing	Falling gutters, slates or tiles when dangerous	Refix or remove, provide temporary cover where appropriate to prevent damage (patching only)
Doors and windows	* Broken window panel, pane or fastener where security of home is at risk	Secure window to prevent accidents or unauthorised entry
	* Defective entrance door or door lock where security of home is at risk	Repair or renew if only lock fitting
Lifts	Lift breakdown	Dealt with within 24 hours except when at the weekend where more than 50% of the lifts in the block are working -in this case the inoperative lift would be returned to service on the following Monday
Metal work	Any metal work posing a serious danger to health and safety	Make safe
Communal TV ariel	Out of order or faulty resulting in loss of or poor reception	Inspection to establish most appropriate repair

### **Urgent (U) - within three working days**

For urgent repairs our contractor will attend within three working days.

The urgent category is for repairs that, while not an emergency, can be a serious nuisance if they are not repaired.

The following repairs will be categorised as urgent:

	Problem	Description of repair
Electrical	* Partial loss of electrical supply – for example no working light or electricity in one room.	Electrician to visit to progress repair
Heating and hot water	* Total or partial loss of heating or hot water between 1 April and 30 September	Heating engineer to visit to progress repair
	Heating won't turn off.	Heating engineer to visit property to progress repair
Plumbing	Toilet not flushing	Repair/ adjust flushing mechanism
	Sink, drain or any toilet not draining	Clear blockage and drain
	Toilet overflow running	Adjust or replace ball valve
	Broken tap	Repair or replace
Ventilation	* Extractor fan not working (kitchen or bathroom)	Repair or renew
Doors	* Door entry system not working (but not causing a security risk)	Repair

These repairs are covered by the legal Right to Repair scheme.

## Non urgent (NU) – within 20 working days

These are routine repairs which our contractors will do within 20 days.

Sometimes we will have planned major work that will include the repairs that you have identified. In these cases, there may be a reasonable delay before we start work as long as there will be no serious risk to your health and safety.

	Problem	Description of repair
Electrical	Fault on our electrical appliances	Repair or replace
	Broken or faulty electric fittings, pendants and holders	Repair or replace switches
Plumbing	Minor leaks when not causing serious damage or a safety risk	Stop leak and repair or renew tank or pipe
	Underground leaks	Dependent on liaison with water authority
Brickwork	Collapse or perished brickwork	Take down from affected area and remove from site and/ or rebuild or stitch in new bricks
Roofing	Slipped or missing tiles or slates where causing water penetration	Re-fix or renew tiles and slates here necessary
	Cracked or broken flashings where causing water penetration	Repair or renew
	Other roofing faults causing problems eg rain penetration through flat roofs	Patch where possible
Roof plumbing	Rain water pipe/gutters or hopper heads fault resulting in water penetration.	Overhaul, repair or renew parts where it involves water penetration.
Carpentry	Broken sash window	Repair or renew as necessary
	Dry rot, wet rot, timber treatment	Replace defective timbers and treat adjacent woodwork
Plastering	Blown or collapsed plaster	Remove affected area and replace
Windows	Broken window panes or glass panel on communal parts	Reglaze
Metalwork	Minor metal work of an urgent nature in dwelling what is this?	Repair or renew as necessary
General	Damp	Inspection to assess best course of action

## Section 4 - Handy hints

Referring to the advice within this section will help you to identify the things that you can do before we come to do a repair.

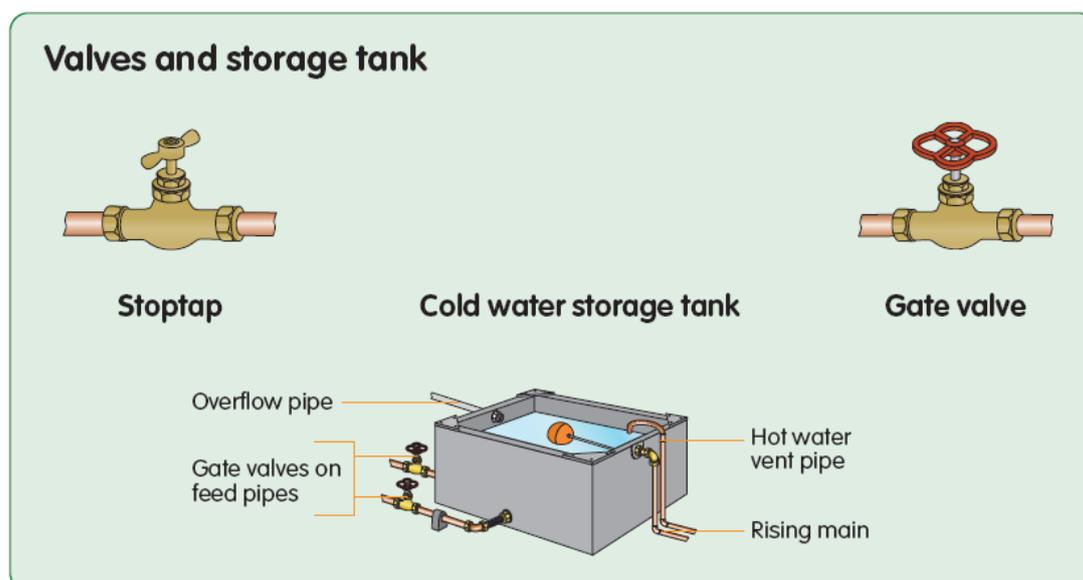
Following this advice will help to prevent damage to your home or your personal possessions, and reduce the risk of injury.

### Care of your home

#### General advice

Regular cleaning and checking can help maintain your home and prevent problems.

- Doors – lubricate hinges and locks with a little oil to make them work more smoothly.
- Gas appliances – have they been serviced or had a safety check? We will do a service and safety check on your gas appliances once each year.
- Heating – has the system been serviced?
- Stop taps and gate valves – check you can turn them freely. (See diagrams below).
- Taps – remove limescale from taps with a de-scaling solution or vinegar.
- Waste pipes – clean through your basin, sink or bath wastes with a solution from a DIY store or supermarket.
- Windows – clean windows and wipe down sills to remove condensation puddles.



## Clearing a blocked waste pipe



### Avoiding blockages

Blockages are often caused by flushing objects or substances down the toilet or drain that should not be disposed of in such a way.

This includes

- Nappies
- Baby wipes
- Cooking fat
- Sanitary towels
- Paper
- Toys
- Air fresheners

If we clear a blockage caused by one or several of these objects getting stuck, you may be charged for the work.

### General advice

- Blockages to waste pipes are usually caused by a build-up of fat, grease, tea-leaves, or hair in the waste trap.
- You can clean out the waste trap. The trap is located under the basin, sink or bath and it always holds some water. This stops air or foul smells coming up the drain. Unscrew the waste trap joint and clean it out. Before you unscrew the trap, put a bucket underneath to catch any water.
- To keep your drains flowing freely, regularly pour a kettle of boiling water down them to clear any fat or grease that may have built up. **Please do this carefully to avoid injury from the boiling water.**
- If the blockage is in the soil stack or main drain. This will need to be cleared by us.

### Note

You should use a suitable product available from most DIY stores to clear waste pipes and traps with. Do not use caustic soda as it destroys modern plastic fittings.

## **Unblocking a basin, sink or bath**

To unblock a basin, sink or bath waste you will need

- A bowl
- A jug or cup
- A rag or dishcloth
- A plunger
- Rubber gloves

You will then need to

1. Always wear rubber gloves.
2. Bale out most of the water into a bowl using a jug or cup, until the sink is half full.
3. Wet the rag and hold it tightly over the overflow opening (see diagram on previous page).
4. Place the plunger over the plug-hole.
5. Pump up and down rapidly until the blockage clears.

## **Unblocking a toilet**

To unblock a toilet you will need

- A bucket
- A bowl or jug
- A plunger
- Rubber gloves

You will then need to

1. Always wear rubber gloves.
2. If the pan is full, remove some of the water into a bucket using a bowl or jug and pour it away in the outside drain.
3. Push the plunger to the bottom of the pan.
4. Pump up and down rapidly about 10 times. This creates a pressure vacuum, which may shift the blockage.
5. Pour water from a bucket into the pan and see if it clears.
6. If necessary, repeat this process several times until the toilet flushes normally.
7. Thoroughly wash your hands and all equipment after you have finished.

If the fault cannot be rectified, call us on **020 3643 6941 during working hours..**

## Cookers

Unless owned by us, it is your responsibility to maintain and repair your cooker.

If you are disposing of or replacing your cooker, it is your responsibility to disconnect your old cooker and have the new one connected properly. This work must be carried out safely by a qualified electrician.

If a cooker outlet (or terminal box) is fitted, the connections must be made at that point.

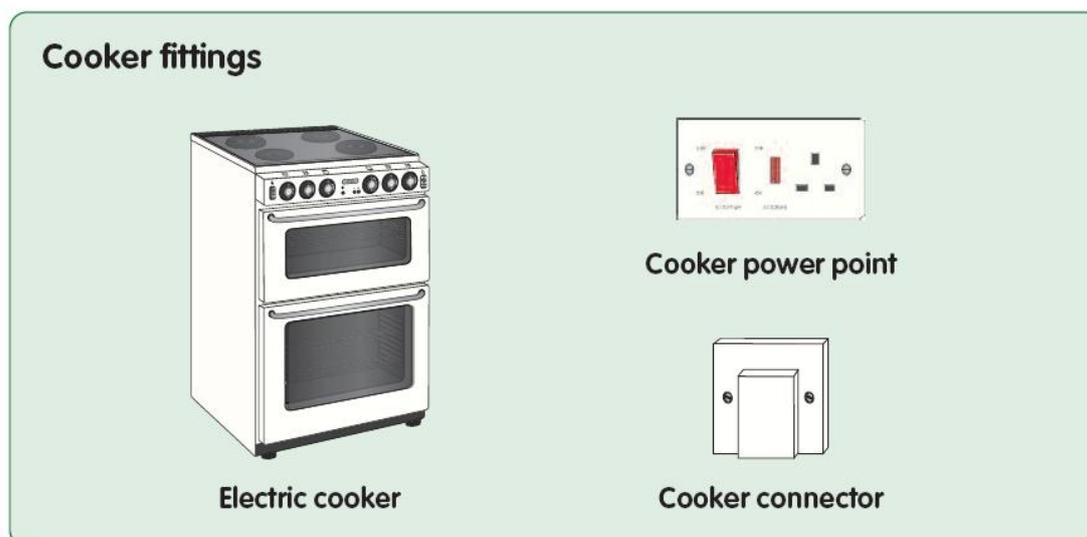
If your electric cooker stops working make sure

- The cooker switch is in the 'on' position
- The cooker trip switch is on in your fuse box.
- You have checked there is credit on your meter or that your bill has been paid

If part of your cooker is still working, for example the cooker rings, the problem is with the oven so you will need to have it tested.

Do not use the oven if there is a fault.

Call us to report the fault on **020 3643 6941**



## Electrics – advice and general information

Keep a torch handy in case you have a power cut.

### Before you report a repair

If all of your electricity goes off

- Check you have credit on your meter or that your bill has been paid.
- See if there has been a power cut by checking if the street lights are on.

If there has been a power cut, you will need to contact your electricity supplier for help.

If the electricity meter is faulty, vandalised or damaged you will need to contact your supplier and not the council.

**Warning – never tamper with the electricity supplier’s fuse, meter or seals.**

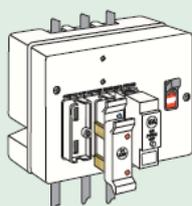
### Water leaks

- If there is a water leak or spillage in your home and it affects the electrics, for example the bath overflows and water comes through a light fitting, **do not use the affected points**. If possible, switch off the circuit at the fuse box.
- **Do not touch electrical points if you have wet hands.**

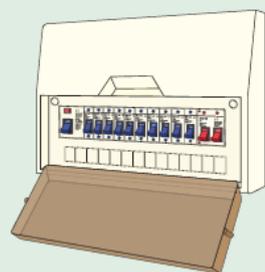
### Damaged or dangerous electrical points

- If you smell burning, or if a fitting is damaged and showing exposed cables or connections, do not use it. If safe to do so, switch it off.
- If you are not sure which circuit it is, switch everything off at the fuse box.
- Call us to report the fault on **020 3643 6941**

### Fuse boxes



Fuse box (older style)



Consumer unit (newer style)

## Electrics – fuse box

Many homes now have modern fuse boxes called ‘consumer units’ which have circuit breakers or trip switches. If a fault occurs these circuit breakers switch off to prevent injury and damage. If you do not have trip switches in your home and have re-wire able fuses instead, do not attempt to repair or replace them. This work should be carried out by a qualified electrician.

Trip switches can operate for various reasons, including

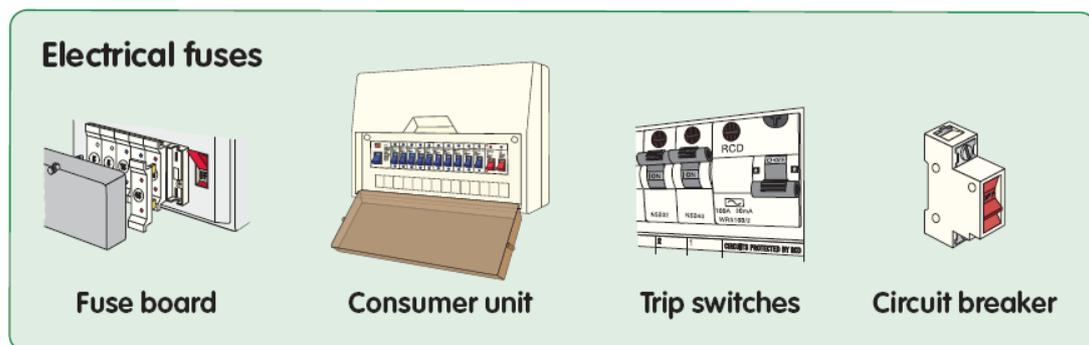
- An overloaded circuit, for example too many appliances being used at once
- Faulty or misused appliances, for example cookers and extension leads
- Unclean cookers or toasters
- Overfilled kettles
- Faulty immersion heaters
- Light bulbs blowing

If your lighting stops working, check that the trip switches marked ‘lights’ are switched on. If any are off, switch off the main switch (usually the red one at the end), reset the circuit breaker and switch the main switch back on. Check to see which light has blown.

If your sockets stop working, unplug all electrical appliances, switch off the main switch (this is usually the red one at the end), reset the circuit breaker and switch the main switch back on. Go around the house plugging the appliances back in until you find the one with the fault.

If an appliance is faulty, do not use it. You may need to have it replaced or repaired by a qualified electrician.

**Warning – never tamper with the electricity supplier’s fuse, meter or seals.**



## Electrics – lighting

It is your responsibility to change pull cords, light bulbs, fluorescent starters and tubes.

If possible, do this during daylight and make sure the light switch is turned off before you start. If you are not sure, turn off the circuit at the fuse box. (See page **XX** for more information).

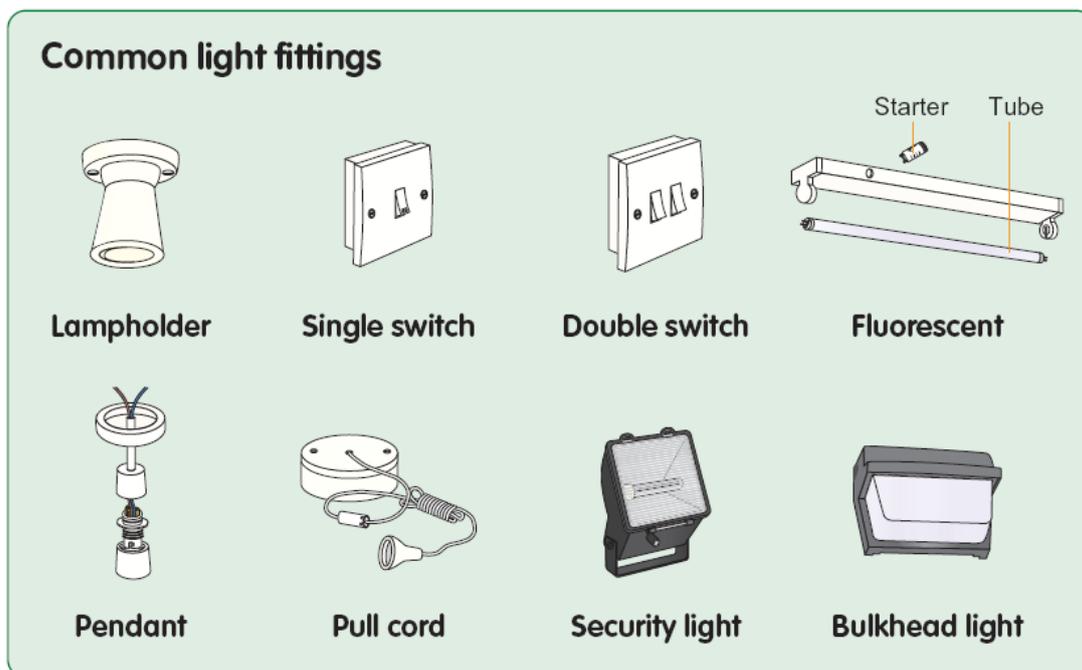
Light bulbs and fluorescent tubes can get hot while they are switched on, so be careful and let them cool down before you touch them.

Make sure you use a suitable pair of steps to climb up to light fittings.

If a lighting point is not working or a light is flickering, switch it off and do not use it. You may need to have it replaced or repaired by a qualified electrician.

If you have any table or upright lamps, use them to light up a passageway or corridor.

Call us to report the fault on **020 3643 6941**



## Electrics – sockets and power

Do not overload sockets. Overloading sockets is dangerous.

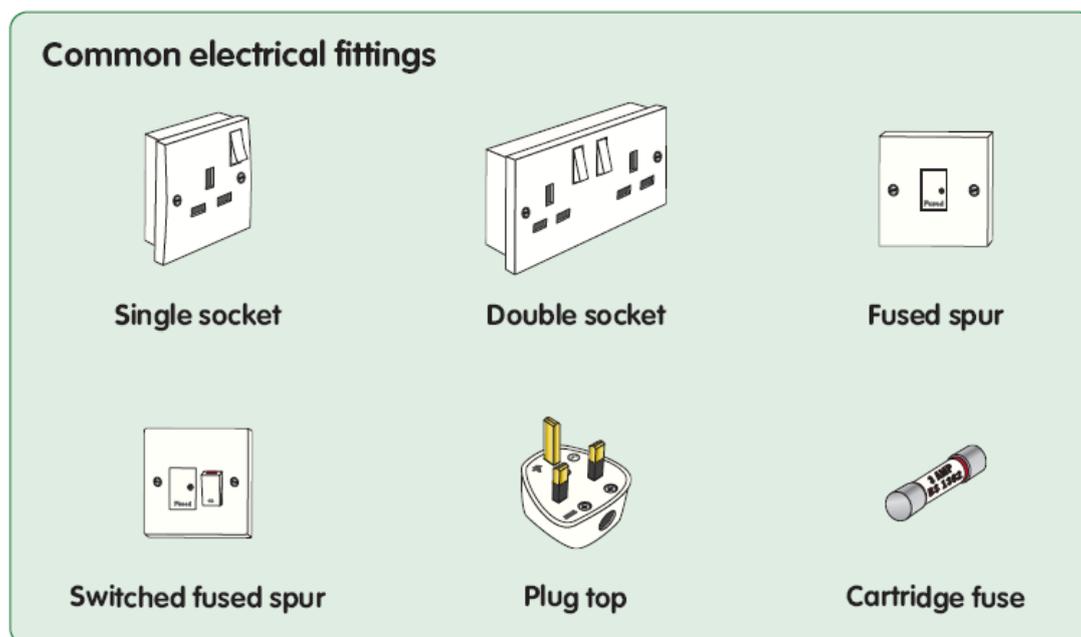
Extension leads and adaptors have a limit on how many amps they can take, therefore be careful not to overload them. Never plug an adaptor into an adaptor.

If electrical appliances are not in regular use, switch them off at the plug. When you are away from your home for any length of time, switch off and unplug appliances to prevent a fire risk. It also wastes energy if they are left on standby.

We do not supply plug tops. If a plug top is missing or damaged it is your responsibility to replace it.

Has there been a power cut?

If the fault cannot be rectified, call us on **0203 643 6941**



## Frozen or burst pipes

### General advice – before something goes wrong

- Know where your mains stop tap is located. It can be found where the water pipe enters the house. This would usually be under the kitchen sink, a downstairs toilet or at the side of the chimney breast.
- Know where the gate valves for the hot and cold water tanks are located. They are usually by the hot water cylinder and cold water tanks.
- Make sure you can easily turn all taps and valves.
- Make sure pipes and tanks in your roof space are lagged. Never insulate underneath the water tank in the loft, as it needs some heat to penetrate from below.

### What to do

#### Frozen pipes

- Turn off the water at the main stop tap.
- Gently thaw the pipes with a hair dryer or hot water bottles.
- If the hot water system is frozen, turn off the water heater.

#### Burst pipes

- Turn off the water at the main stop tap.
- Turn off any water heaters.
- Turn on all your taps to drain water from the system. This may take about 15 minutes.
- When the water stops running turn all your taps off.
- If electrical fittings are getting wet do not touch them. Turn off the electricity at the consumer unit or fuse box.
- Call us to report the fault on **020 3643 6941**

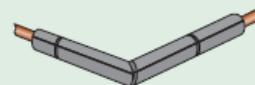
#### Pipework and valves



Stoptap



Gate valve

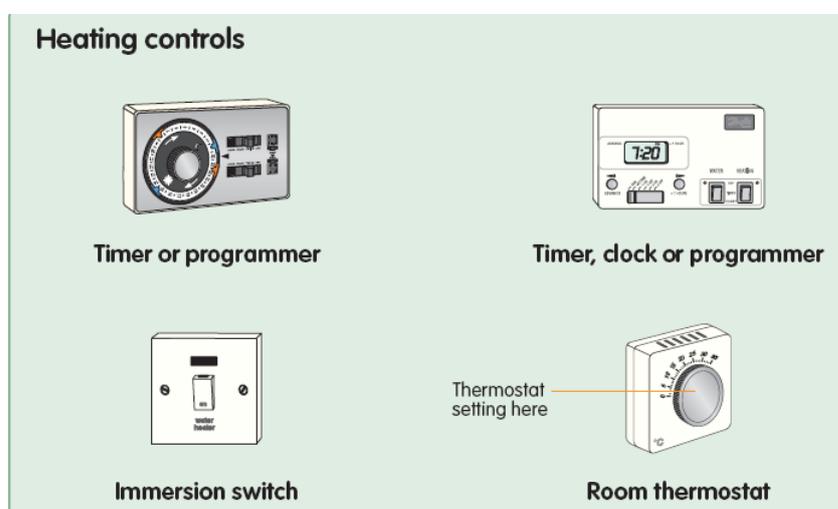


Pipe lagging

## Heating – advice and general information

### Check the following before you report your heating is not working

- Is the gas supply turned on and is there credit on the meter?
- Has a fuse gone in the mains board? If so, reset the circuit breaker.
- Are all electrical switches to the heating turned to the 'on' position?
- Is the timer, clock or programmer set to come on properly? Slide the heating control to the 'on' position or '24hr' setting. (See diagrams below).
- Is the room thermostat set correctly? To get the heating to come on you may need to turn the thermostat up to a higher setting. (See diagram below).
- Are all your boiler controls and any switches feeding the boiler, turned to the 'on' position?
- If your heating is still not working, call us to report the fault on **020 3643 6941**



### Heating – night storage

A majority of electrical heating systems operate on some type of off-peak tariff, which is generally available throughout the night.

The heaters are usually charged up overnight and store the heat ready to be released at other times, depending on how the controls are set. Once the stored heat is fully released, the heater will charge up again the following night. You must make sure that the controls are set according to your needs.

Before you report a repair check that the controls are switched on and set to what you need. If you find that the controls are incorrectly set or switched off, reset them.

Remember

The heaters will only charge overnight, so it is important that you wait until the next day before you report the repair.

If after waiting there is still a fault, call us on **020 3643 6941**.

## Immersion heaters

If your immersion heater is not working, check that all the controls are switched on. If you use off-peak electricity to heat your water, check to see if there is a booster switch that can be used temporarily.

## Showers

Before you report a repair, check which type of shower you have. Electric showers usually have a pull switch nearby and there are lights or indicators which show that there is power. If none of these are present, it is not an electric shower. Unless installed by us, it is your responsibility to maintain and repair your shower.

Please also check

- The shower pull switch to see if it has been switched off accidentally. If damaged, it is your responsibility to change the shower pull cord (but not the switch)
- The shower head to see if it is blocked. This can cause problems with the water flow, if not kept clean and clear.

If your fuse box is fitted with circuit breakers or trip switches, check that the one marked 'shower' is switched on. If it is not on, switch off the main switch (usually the red one at the end), reset the circuit breaker and switch the main switch back on.

