



## A Handy Self-Help Guide for Common Household Issues

Before reporting a maintenance issue, a few quick checks may save you time and get things resolved faster.

We're always here to help when something goes wrong, but many common household issues can be resolved quickly and safely with a few simple checks. Please use this guide before reporting a repair to us.

### ⚡ Power Cut or Loss of Electricity

Before reporting a power issue, please check:

- Have you checked the fuse box / consumer unit?
- Has a switch (RCD or breaker) tripped? If so, try flicking it fully off and then back on.
- Have you checked whether neighbours have power? If not, it may be a local power cut.
- You can also check the National Grid website or call your electricity supplier for outage updates.

*If the switch trips again:*

- Unplug appliances one by one.
- Reset the switch.
- Plug appliances back in one at a time to identify which item may be causing the fault.

If the power continues to trip or you cannot safely restore it, please report it to us.

### 💡 Lights or Sockets Not Working

- Try replacing the light bulb.
- Check the fuse box for any tripped switches.
- Test another socket to see if the issue is isolated.
- Extension leads can also trip sockets – unplug and retry.

### 水管 No Hot Water or Heating

- Check the boiler has power and is switched on.
- Look for any error codes on the boiler display.
- Check the pressure gauge – many boilers stop working if pressure is too low.
- Make sure the thermostat is turned up and the timer is set correctly.

If you're unsure how to repressurise a boiler, let us know - don't guess.

## Blocked Sink, Shower or Bath

- Remove and clean the plug hole or hair trap.
- Try using hot water and a mild household unblocker.
- Avoid flushing wipes, sanitary products or food waste.

If water is backing up badly or overflowing, please report it.

## Toilet Not Flushing Properly

- Check if the cistern is filling.
- Gently lift the lid and ensure nothing is stuck.
- If water is overflowing or leaking, turn off the water supply (usually a valve behind the toilet) and contact us.

## Condensation & Mould

Condensation is common, especially in colder months.

- Open windows regularly.
- Use extractor fans in kitchens and bathrooms.
- Avoid drying clothes indoors where possible.
- Keep trickle vents open.

Persistent mould or damp patches should always be reported. We have a more extensive guide if you need it

## Smoke or Carbon Monoxide Alarms

- Replace batteries if the alarm is beeping.
- Test alarms regularly using the test button.

If an alarm continues to sound or appears faulty, please report it immediately. If you believe you are at risk leave the property.

## When to Contact Us Straight Away

Please report immediately if you have:

- No power that cannot be restored
- No heating or hot water in winter
- Water leaks you cannot control
- Gas smells (call the Gas Emergency Line first)
- Anything that could put you or your family at risk.

## A Final Note

Trying these simple checks first helps resolve issues faster and avoids unnecessary call-outs. If you're ever unsure or concerned about safety, please stop and contact us – we're always

happy to help.

All issues can be reported on Fixflo using this QR code

