

001 - Alarms

Found in:

165 Alarms and Smoke Detectors > Smoke Detector > Smoke detector test failed
166 Alarms and Smoke Detectors > Smoke Detector > Smoke detector will not turn off
167 Alarms and Smoke Detectors > Smoke Detector > Smoke detector intermittently sounds
168 Alarms and Smoke Detectors > Smoke Detector > Other
170 Alarms and Smoke Detectors > Carbon Monoxide Detector > Carbon monoxide detector test failed
171 Alarms and Smoke Detectors > Carbon Monoxide Detector > Carbon monoxide detector will not turn off
172 Alarms and Smoke Detectors > Carbon Monoxide Detector > Carbon monoxide detector intermittently sounds
173 Alarms and Smoke Detectors > Carbon Monoxide Detector > Other
175 Alarms and Smoke Detectors > Property Alarm > Property alarm does not sound
176 Alarms and Smoke Detectors > Property Alarm > Property alarm will not turn off
177 Alarms and Smoke Detectors > Property Alarm > Property alarm intermittently sounds
178 Alarms and Smoke Detectors > Property Alarm > Other
604 Alarms and Smoke Detectors > Heat Detector > Heat detector does not sound
605 Alarms and Smoke Detectors > Heat Detector > Heat detector will not turn off
606 Alarms and Smoke Detectors > Heat Detector > Heat detector intermittently sounds
607 Alarms and Smoke Detectors > Heat Detector > Other
609 Alarms and Smoke Detectors > Fire Alarm > Fire alarm does not sound
610 Alarms and Smoke Detectors > Fire Alarm > Fire alarm will not turn off
611 Alarms and Smoke Detectors > Fire Alarm > Fire alarm intermittently sounds
612 Alarms and Smoke Detectors > Other

Message:

⚠ WARNING: If the alarm is sounding and you suspect a fire, carbon monoxide leak, or other emergency, evacuate the property immediately and call emergency services!



If you experience issues with any alarms in your home, such as fire, smoke, or carbon monoxide alarms, follow these steps to ensure safety and troubleshoot the problem before reporting the issue:

1. **Do Not Disable the Alarm** - If you determine the alarm is going off without an emergency, silence it temporarily using the alarm's built-in function. Do not disable or remove the alarm, especially if it's the only one in the property, as you need to stay protected in case of a real emergency.
2. **Resolve Environmental Factors** - Cooking, steam, or high humidity can also cause false alarms. If the alarm is near a kitchen or bathroom, ensure proper ventilation to reduce these triggers.

After troubleshooting, make sure to check that the alarm is working properly by using the test button. If the alarm continues to malfunction despite your troubleshooting efforts, it may need to be replaced. Provide a detailed report of what you've done and the current issue with the alarm.

If you have disabled the alarm for any reason, inform your property manager immediately, as a functioning alarm is crucial for your safety.

002 - Blocked Gutters

Found in:

533 Exterior and Garden > Drainage > Gutter blocked
536 Exterior and Garden > Drainage > Gutter overflowing

Message:

If you notice that the gutters around your property are blocked, follow the steps below before reporting the issue:

1. If the gutters are high or difficult to reach, **DO NOT** attempt to clear them yourself. Your safety is the top priority.
2. If the blockage is causing water to overflow and potentially damage the property, take immediate action to mitigate any risk, such as placing buckets to catch water if it's leaking into the building.
3. If it's safe to do so, look for visible blockages, such as leaves or debris, that may be causing the issue. It may be useful to have a description or pictures of the issue so that the information can be provided to any relevant parties.

If the gutters are heavily blocked, difficult to access, or if you're unsure whether it's your responsibility to clear them, please continue to report the issue. Provide details on the blockage and any actions you've taken.

003 - Blocked Toilet

Found in:

73 Bathroom / En-Suite > Toilet > Blockage > Toilet blocked

74 Bathroom / En-Suite > Toilet > Blockage > Other

Message:

If you have a blocked toilet, follow these steps to resolve the problem before reporting the issue:

Safety and Hygiene

- If the toilet is overflowing or posing a hygiene risk, do not attempt to flush it again until the blockage is cleared. Place towels around the base to absorb any spilled water.
- If the blocked toilet is the only one in your property, treat this as an urgent issue.

Troubleshoot the Blockage

1. **Check for Obstructions** - Before using a plunger, inspect the toilet bowl for any visible obstructions (e.g., items accidentally flushed) and remove them carefully with gloves.
2. **Use a Toilet Plunger** - If there's no visible obstruction, use a toilet plunger to try and clear the blockage. Ensure there is enough water in the bowl to cover the plunger's cup, and use firm, controlled movements to dislodge the blockage. Do not use excessive force.

Generally, minor blockages caused by tenant actions are the tenant's responsibility to resolve.

If you cannot clear the blockage or if the issue persists, continue with reporting the issue. Describe the steps you've taken and the current state of the toilet.

004 - Boiler Issues

Found in:

20	Bathroom / En-Suite > Sink & Taps > Tap > No cold water
21	Bathroom / En-Suite > Sink & Taps > Tap > No hot water
22	Bathroom / En-Suite > Sink & Taps > Tap > Very low pressure
45	Bathroom / En-Suite > Bath / Shower > Tap > No cold water
46	Bathroom / En-Suite > Bath / Shower > Tap > No hot water
44	Bathroom / En-Suite > Bath / Shower > Tap > Very low pressure
50	Bathroom / En-Suite > Bath / Shower > Shower > No cold water
51	Bathroom / En-Suite > Bath / Shower > Shower > No hot water
54	Bathroom / En-Suite > Bath / Shower > Shower > Very low pressure
157	Kitchen > Sink & Taps > Tap > No cold water
158	Kitchen > Sink & Taps > Tap > No hot water
159	Kitchen > Sink & Taps > Tap > Very low pressure
264	Heating and boiler > Temperature > It is too hot
265	Heating and boiler > Temperature > It is too cold
266	Heating and boiler > Temperature > Other
270	Heating and boiler > Boiler > Boiler not working
271	Heating and boiler > Boiler > Other
279	Heating and boiler > Radiator > No heating or hot water
278	Heating and boiler > Radiator > No heating but hot water working
284	Heating and boiler > Heating Controls > Other
266	Heating and boiler > Other
323	Water and Leaks > Water > No hot water
325	Water and Leaks > Water > Other

Message:

If you experience issues with your boiler, such as no heating, no hot water, or the boiler not functioning at all, follow these steps before reporting the issue:

Prioritise Safety

- If you smell gas or suspect a gas leak, **turn off the boiler immediately if safe to do so**, ventilate the area by opening windows and doors, and leave the property. Call emergency services and the gas emergency helpline.
- If you suspect an electrical issue with an electric boiler, **do not attempt to tamper with any wiring**. Ensure the power supply is off if you suspect a fault.

Troubleshoot the Boiler if accessible

1. **Check the Power Supply** - Ensure the boiler is turned on and receiving power. For electric boilers, check the fuse box to ensure no circuit breakers have tripped. For gas boilers, ensure the gas supply is on.

2. **Check the Thermostat** - Make sure the thermostat is set to the correct temperature and is functioning properly. Sometimes a simple adjustment can resolve the issue.
3. **Check for Error Codes** – Some boilers may display error codes for troubleshooting purposes. If a boiler manual has been provided to you, look up the error code within it and follow the guidance provided.
4. **Reset the Boiler** - Many boilers have a reset button. If it has been provided to you, consult your boiler's user manual for specific instructions on how to reset it. Wait a few minutes to see if the boiler starts operating normally.
5. **Check the Boiler Pressure** - Low pressure can cause the boiler to stop working. Refer to the boiler manual (if provided) to find out the correct pressure level and how to re-pressurize the boiler if necessary.
6. **Check the Timer and Settings** - Ensure the boiler's timer is set correctly, especially after a power outage, as it may have reset.

If the boiler still doesn't work after troubleshooting, or there is no hot water after allowing time for the boiler to heat it up again, continue to report the issue. Provide a detailed account of the steps you've taken, and any error messages displayed by the boiler.

005 - Blocked Drains

Found in:

- 10 Bathroom / En-Suite > Sink & Taps > Blockage > Sink blocked
- 11 Bathroom / En-Suite > Sink & Taps > Blockage > Other
- 31 Bathroom / En-Suite > Bath / Shower > Blockage > Bath drain blocked
- 32 Bathroom / En-Suite > Bath / Shower > Blockage > Shower drain blocked
- 33 Bathroom / En-Suite > Bath / Shower > Blockage > Other
- 147 Kitchen > Sink & Taps > Blockage > Sink blocked
- 148 Kitchen > Sink & Taps > Blockage > Other

Message:

If you encounter a clogged drain follow these steps before contacting your property manager:

Assess the Situation

- **Prevent Overflow** - If water is backing up and there's a risk of overflow, avoid using the affected fixture until the clog is resolved. Place towels around the area to absorb any spillage.
- **Check for Multiple Clogs** - If multiple drains are clogged simultaneously, this could indicate a more serious issue with the plumbing system, and you should contact your property manager immediately.

Troubleshoot the blockage

1. **Remove Visible Blockages** - If you can see the cause of the clog, such as hair, food particles, or other debris, put on gloves and carefully remove it. Make sure to dispose of the waste in a bin, not down the drain.
2. **Check and Clean the Entire Drain Cover** – Your drain cover may have multiple parts designed to catch hair and debris. If you can easily remove all parts without using excessive force (some covers may require a twist to unscrew), take them out, clean thoroughly, and then reattach.

***Tip:** Always reattach the drain cover. Not using it could lead to a more serious blockage deeper in the pipes, as hair and debris won't be caught at the surface.*

3. **Avoid Using Harsh Chemicals** – Do not use harsh chemicals like drain unblocker unless advised by your property manager. These chemicals can damage the pipes and lead to bigger issues.

Prevent Future Clogs

- Avoid pouring grease, oil, or food scraps down the sink.
- Dispose of hair from the shower or bath in the bin, and do not flush items like wet wipes or sanitary products down the toilet.

If the clog persists after you've tried these steps, or if you notice multiple fixtures are affected, please continue with reporting the issue. Provide detailed information, such as the nature of the problem and any steps you've already taken.

006 - Dishwasher Issues

Found in:

- 92 Kitchen > Dishwasher > No power to dishwasher
- 93 Kitchen > Dishwasher > Dishwasher is not working correctly
- 94 Kitchen > Dishwasher > Other
- 304 Appliances > Dishwasher > Dishwasher does not turn on
- 305 Appliances > Dishwasher > Dishwasher is not working correctly
- 306 Appliances > Dishwasher > Other

Message:

If your dishwasher is malfunctioning, follow these steps, if safe to do so, to try and resolve the problem before reporting the issue:

Troubleshooting

1. **Check Power and Water Supply** - Ensure the dishwasher is plugged in and the water supply is properly connected.
2. **Check for Error Codes** – Some dishwashers display error codes for troubleshooting. If a manual has been provided, look up the error code and follow the guidance.

If the dishwasher is not cleaning properly:

1. **Check Rinse Aid and Salt** - Make sure you're using the correct amounts of rinse aid and dishwasher salt, as incorrect levels can cause dishes to appear streaky or cloudy.
2. **Clean the Spray Arm and Filter** - Remove and clean the spray arm and filter to ensure they aren't clogged with food debris. Always reinstall the filter after cleaning. Removing it entirely or using the dishwasher without the filter could cause food debris to build up in the pipes, leading to more serious blockages or damage.
3. **Run a Cleaning Cycle** – After cleaning the spray arm and filter, use a dishwasher cleaner following the instructions on the packaging, and run an empty cycle on the intensive setting. This process helps remove any build-up inside the machine and should be performed monthly to maintain optimal performance and prevent potential issues.

If the problem persists after trying these steps, please continue to report the issue. Be sure to provide detailed information, including the nature of the problem and any troubleshooting steps you've already tried.

007 - Electricity Issues / No Power

Found in:

53	Bathroom / En-Suite > Bath / Shower > Shower > No power to electric shower
81	Bathroom / En-Suite > Extractor Fan > No power
92	Kitchen > Kitchen Appliances > Dishwasher > No power to dishwasher
96	Kitchen > Kitchen Appliances > Freezer > No power to freezer
100	Kitchen > Kitchen Appliances > Fridge > No power to fridge
104	Kitchen > Kitchen Appliances > Grill> Grill does not turn on
108	Kitchen > Kitchen Appliances > Hob > Hob does not turn on
112	Kitchen > Kitchen Appliances > Microwave > No power to microwave
116	Kitchen > Kitchen Appliances > Oven > Oven does not turn on
121	Kitchen > Extractor Fan > No power to extractor fan
235	Landing and Stairs > Landings/Stairwells > Lighting not working
294	Appliances > Tumble Dryer > Tumble dryer does not turn on
299	Appliances > Washing machine > Washing machine does not turn on
310	Appliances > Vacuum > Does not turn on
313	Appliances > Television > Television broken
304	Appliances > Dishwasher > Dishwasher does not turn on
390	Electricity > No power > No power to appliance or device
391	Electricity > No power > No power to light
392	Electricity > No power > No power in room
393	Electricity > No power > No power in property
394	Electricity > No power > Other
396	Electricity > Sockets > No power to socket
404	Electricity > External Lighting > Light > Won't turn on
407	Electricity > External Lighting > Light > Other
411	Electricity > External Lighting > Other
415	Electricity > Internal Lighting > Main lighting > Light won't turn on
418	Electricity > Internal Lighting > Main lighting > Light flickering
419	Electricity > Internal Lighting > Main lighting > Lighting dim
420	Electricity > Internal Lighting > Main lighting > Other
423	Electricity > Internal Lighting > Lamp > Light won't turn on
426	Electricity > Internal Lighting > Lamp > Light flickering
427	Electricity > Internal Lighting > Lamp > Lighting dim
429	Electricity > Internal Lighting > Other
320	Electricity > Other
564	Exterior and Garden > Walls & Gates > Electric gate not working

Message:

If you experience a loss of electricity (lights, appliances, plug sockets, etc) follow these steps to try and resolve the problem before reporting the issue:

Prioritise Safety

Look for Warning Signs of Electrical Fire - Common signs include a burning smell, flickering lights, or unusually hot switches. If you notice any of these, or suspect an electrical fire, do not touch any electrical outlets or appliances. Evacuate the property immediately and contact emergency services.

Troubleshooting

1. **Check Circuit Breakers** - Go to your fuse box and check if any circuit breakers have tripped. Reset them if necessary, but only if you are confident in how to do so and it is safe.
2. **Check for Faulty Appliances** - Unplug any faulty, overheating, or overloaded appliances or extension leads, which might be causing the issue.
3. **Check Prepaid Metres** - If you use a prepaid electricity metre, make sure there is sufficient credit.
4. **Check for Power Cuts** - If circuit breakers are fine and the power is still out, contact your electricity provider to check if there's a local power cut.

If the problem persists after checking for common solutions, please continue with reporting the issue. Provide detailed information, such as the nature of the problem and any steps you've already taken.

008 - Internet Connection Issues

Found in:

194 Internet > Internet not working
195 Internet > Internet slower than expected
197 Internet > Other

Message:

If your internet is down or the connection is unstable, follow these steps to troubleshoot the issue before reporting it:

Safety and Considerations

- Ensure that you have access to the router or modem. Do not tamper with any equipment beyond what is instructed here.
- Confirm if the problem is affecting all devices or just one. This will help identify if it's a network-wide issue or device-specific.
- Consider whether scheduled maintenance or outages in your area could be affecting the service.

Troubleshoot the Connection

1. Check the Router Lights

Look at the lights on your router or modem to identify if there's an issue.

- If no lights are on, the router may have lost power. Check if it is plugged in properly and that the power socket is working.
- If there are lights but they are blinking unusually or there's a red light, this indicates a connection issue.

2. Restart the Router

Restarting the router often resolves many common connection issues.

- Unplug the router from the power source and wait for 30 seconds.
- After 30 seconds, plug it back in and wait for the lights to stabilise (this may take a few minutes).
- Check if the internet connection has been restored on your devices.

3. Check Cables and Connections

Ensure that all cables are securely connected to the router, including the power cable, Ethernet cables, and any connection to the wall or fibre box.

- If you're using Wi-Fi, try connecting a device directly to the router using an Ethernet cable to see if the issue persists.

4. Reboot Your Device

If the internet works for some devices but not others, try restarting the affected device. This may clear any temporary connection issues.

If the issue persists after following these steps, report the problem. Provide details on the steps you have taken and whether any error lights are showing on the router. Mention if the

issue is affecting one device or the entire household. If the router repeatedly loses connection or you experience frequent internet drops, further investigation or replacement of the router may be necessary.