



Tenants' Property User Manual

21 Sommer Street, London SW7

What to do in the event of a problem

Tenants at 21 Sommer Street

What to do in the event of a problem

This document is online at tenantguide.co.uk

Contents

Introduction	3
What is the problem?	3
A. No Heating	3
Radiator in one room not working	5
Radiator Thermostat Close up	6
B. Flooding from water supply - Pipes sinks or unsure of the source	6
Turn water off - Stop cock	6
Water coming through ceiling	6
Isolation valve	7
Shower / bathroom	8
C. Flooding from rain water roof - Stains, slow drips, heavy drips	8
D. No Power	9
E. Drain blockage	12
Kitchen drain	12
Toilet drain	12
F. Tenant Locked-out	12
Keys	12
G. Internet Failure	12
H. Washing Machine / Dryer not Working	13
Instructions	13
Tumble Dryer Filter	16
I. Fire Door Closure Issues	17
Door Spring	17
J. Excessive Noise/Disturbance	18
Report procedure	18
K. Any other issues not listed above	18
Any other issues	18

Introduction

If appropriate, carry out the relevant initial actions below before reporting the issue at **21.tenantguide.co.uk/reporting**. Once the issue has been reported it will be allocated to the correct contractor.

Carrying out the action/s below will also help us diagnose the problem.

Quirks

Stop cock - There is a plywood cover over the stopcock in the kitchen, see Stop Cock section below. This means the washing machine has to be removed and also the plywood to stop the water supply. There is a drain inspection cover immediately outside the front side door.

Water meter - The water meter is in the driveway under a black round 8 inch cap, this can be lifted easily with a screwdriver. The water can be turned off at the stop cock or at this meter point.



External electric socket - At rear there is also an external power socket at the rear of the property on the wall of the side extension. This needs to be unplugged if the electrical trip goes as it could be an external electrical appliance causing a problem.

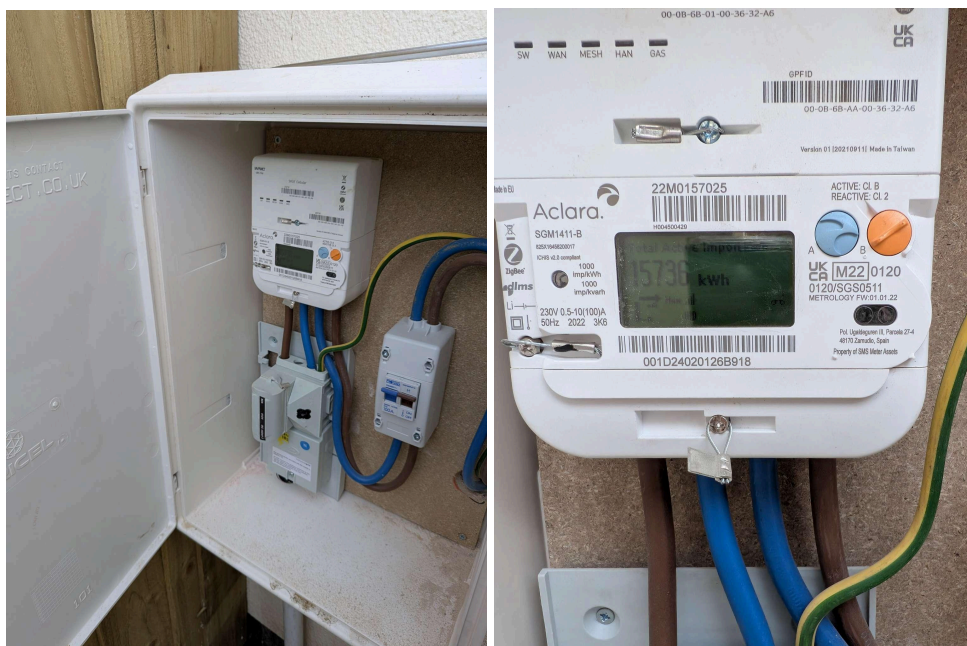
Electric and gas meter - This property has the old main electric and gas meter under the staircase which is NO LONGER USED. The new supply are external meter boxes situated on the exterior wall of the Upstairs Flat next door. You have legal access to this meter at any time to read the meter.

Electric meter no. - Meter Model: Aclara SGM1141-B - S/N: 22M0157025

Gas meter no. - Meter Model: Aclara SGM1141-B - S/N: 22M082895

Water meter no. - P/N: 3062885 - S/N: 06205149

Location of electric meter:



Numbers to call in case of Emergency

Got this link: [Emergency Call Out No. & Property Contractors - 21 Sommer Street](#)

What is the problem?

- A. [No Heating](#)
- B. [Flooding from water supply](#) - Pipes sinks or unsure of the source
- C. [Flooding from rain water roof](#) - Stains, slow drips, heavy drips
- D. [No Power](#)
- E. [Drain Blockage](#) - Sink or Toilet
- F. [Tenant Locked-out](#)
- G. [Internet Failure](#)
- H. [Washing Machine / Dryer not Working](#)
- I. [Fire Door Closure Issues](#)
- J. [Excessive Noise/Disturbance](#)
- K. [Any other issues not listed above](#)

A. No Heating

The heating is supplied by the boiler, situated in the kitchen.

Either the boiler is going to be not working or the [thermostat / programmer](#) will miss set. First go to the thermostat to ensure the boiler fires up by

increasing the desired temperature to above the current temperature. Wait 20 seconds to see if the boiler fires up.

To check if the boiler is working to some degree, turn on the hot water and see if the boiler fires up and the water is getting hot.

- So if there's no heating, the boiler is likely to be the issue.
 - **Action 1:**
 - Check dial (see photo below) and record whether it is in the green (good) or red (bad)



- **If it's in the RED:**
 - **Action 1:**
 - Pull down blue lever situated underneath the boiler, see image below
 - This recompresses the boiler by allowing water to flow into the heating system, which allows the pressure to climb into the green.



- **Action 2:**
 - Push the blue lever back up once the dial is back in the green.
 - The boiler should now fire up without a problem.
 - If it still doesn't fire up, [report it to us](#).
- If it's in the GREEN and it still doesn't fire up, [report it to us](#).

Heating is not coming on when intended

- **Boiler programmed controller** - Worcester Comfort II RF - [Manual Link](#)
It does contain an AA battery, so if the display is fading, replace the AA battery. To do this, unscrew the small screw at the top and pull forward and lift off.



- Thermostat and Programmed Controller Manual
 - [Manual Link](#) - Link to instruction manual
- If not fixed, call boiler breakdown contract (See Emergency No. List - [Link](#))

Radiator in one room not working

- Check valve and thermostat heating
- Instruction to follow on how to clear a stuck radiator thermostat



B. Flooding from water supply - Pipes sinks or unsure of the source

Turn water off - Stop cock

- Turn water off - **Stop cock** - To stop the water flowing and confirm it is the source of the leak.
- To access stop cock - PULL THE FRIDGE AND DISHWASHER OUT UNDER THE BOILER AND THE STOP COCK TAP IS IN THE CORNER NEAR THE FLOOR
- Open knob shown by arrow to access stop cock



- Use the T-tool to turn the tap shown by arrow



Water coming through ceiling

- Tenant report water coming through the ceiling
 - Check the room above, is it a bathroom, therefore is the shower overflowing, or is it a pipe leaking. Call an emergency plumber see Emergency Numbers - [Link](#)

Isolation valve

- Draining the Water System and Finding Isolation Valve
 - Image of where the drain hose is connected when the heating system needs to be drained. Find lowest point

ASK THE PLUMBER WHERE THE BEST PLACE TO DRAIN THE RADIATOR SYSTEM

- Valve for outside tap in the garden behind the bathroom

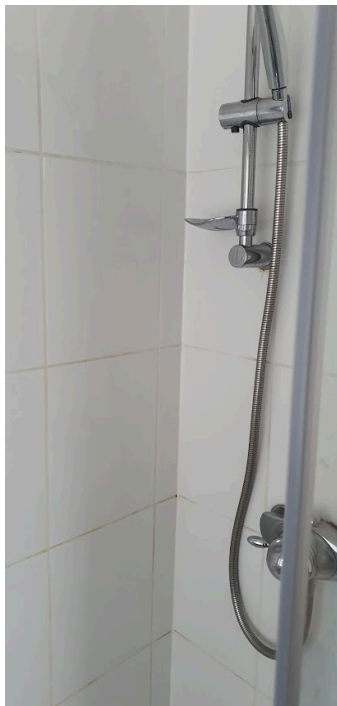


- 21 Sommer Street bathroom valve



Shower / bathroom

- Shower
 - End of corridor bathroom - Electric Shower to show the make in case of emergency replacement
 - ISOLATION VALVES COULD BE IN THE CEILING SPACE
 - Upstairs bathroom - Mixer Shower

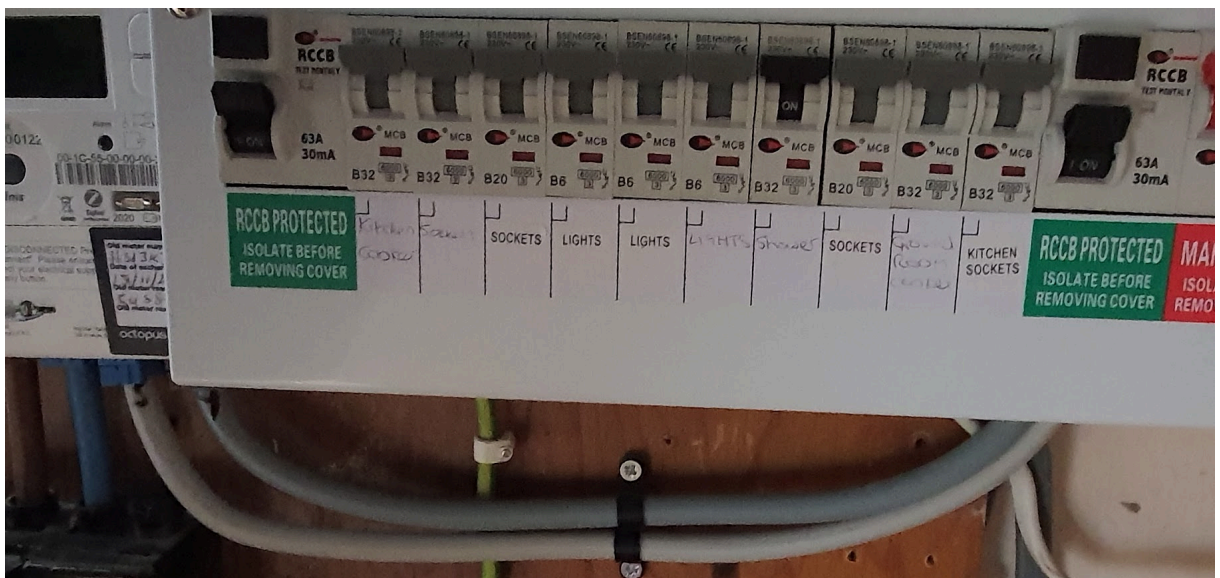


C. Flooding from rain water roof - Stains, slow drips, heavy drips

- How severe is it? Stains, slow drips, heavy drips
 - If it's dripping please put a bucket underneath and call us urgently.
- Drain and Gutter Inspection
 - Photo from inspection to be stored to a [folder link](#) here
 - Report to Landlord/Customer Service Manager -
landlordsafeguarding@thehmolandlordservice.co.uk who will allocate a roofer to quote and carry out repairs.

D. No Power

- Probably due to a toaster or other appliance. Unplug all appliances in the house. The consumer box is under the stairs, to get access go through the kitchen and it's immediately on the right is the gas electric meters.



- Electric consumer unit



- Electric & Gas Meters

- Electric Meter



- Cutting off electric and gas supplies

- Additional breaker for outside mains sockets in bike shed nearest house



E. Drain blockage

Kitchen drain

- Kitchen drain blockage outside the kitchen

Toilet drain

- Toilet Drain Blockage
 - Use the toilet plunger store in the cupboard

F. Tenant Locked-out

Keys

- Back-up keys are held in key safe and contact landlord
- Master keys are held off site in a secure location. Property maintenance person (we are not publishing their name here, but there're two maintenance people who have their own set of keys to get entry. However, they do not have your room key). We can give you the name of these people on request.
- Report to Landlord/Customer Service Manager - landlordsafeguarding@thehmolandlordservice.co.uk

G. Internet Failure

Contact the Broadband Service Provider - See [Link](#)

- Broadband Provider - WiFi Name - British Telecom
- The WiFi is controlled through an app called EERO. We can add a second administrator with restricted access so that the tenants can reset the router, contact support, check speeds.
 - Apps currently accessible by Joe Bloggs phone 07470 123245
 - Main Router IP Address: 192.168.4.1
 - Kitchen extender (192.168.4.1) and bathroom extender (192.168.4.1)
- Internet wiring set-up



- If you need help, report to Landlord/Customer Service Manager - landlordsafeguarding@thehmolandlordservice.co.uk but there will be a charge.

H. Washing Machine / Dryer not Working

Instructions

- Washing machine is inside corridor - Hisense
- If the washing machine gets damaged, please report it, there's no additional troubleshooting.
- Link to washing machine instruction manual - [Link](#)



- HiSense Steam Mix inverter 9Kg panel



- Tumble Dryer is inside corridor - Samsung DV80T5220AW - S/N: 0VG65AER900067T
- If the tumble dryer gets damaged, please report it, there's no additional troubleshooting.
- Link to tumble dryer instruction manual - [Link](#)



- Wifi QR Code - TO connect smartphone with Samsung app to allow tenants to control it and be warned when the filter needs cleaning



- Samsung dryer cleaning stick



Tumble Dryer Filter

- Tumble Dryer Filter - Samsung main filter



- Additional filters appear to have any foam



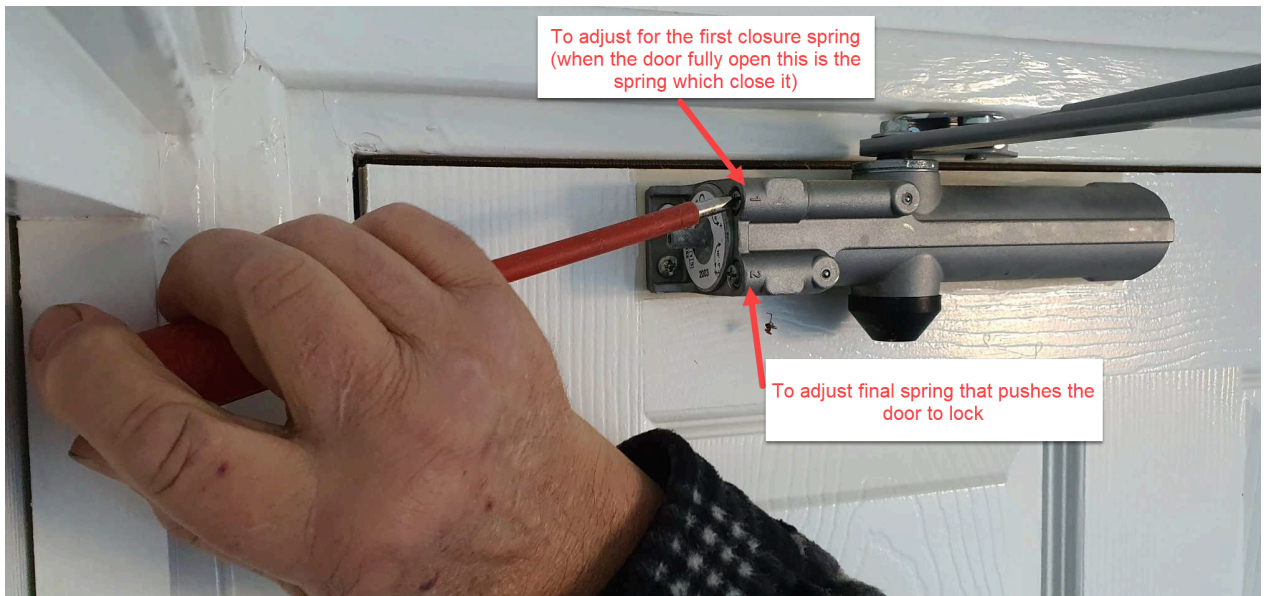
- Freezer



I. Fire Door Closure Issues

Door Spring

- Door spring adjustment



J. Excessive Noise/Disturbance

Report procedure

- Tenant report house untidy
 - Contact Cleaners, see Emergency No. List - [Link](#)
- Tenant report excessive noise
 - Contact Landlord/Customer Service Manager - landlordsafeguarding@thehmolandlordservice.co.uk

K. Any other issues not listed above

Any other issues

- Simply go to this link - tenantguide.co.uk/reporting and log the issue and await further instructions.