

Home Safety & Repair Manual Guide



a&s properties

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Disclaimer

Dear tenant,

This booklet has been created to help assist you in a variety of issues that you may encounter while staying in one of our properties. We hope that it helps you and we have tried our best to ensure that the information contained in this document is up-to-date and to the best of our knowledge as possible.

Please note :

*Pictures or descriptions may differ from the appliances that are in **your** property. Do not rely solely on this booklet for any issues that you may encounter. This document is for guidance only and we take no responsibility or liability for any errors or omissions in the content of this booklet. Please use at your own risk.*

*Kind Regards,
A&S Properties*



Health & Safety

- If your smoke alarm or heat detector is accidentally triggered during cooking, please use a damp towel and wave under your alarm for a few minutes until it stops making a noise.
- Please do not remove it from the ceiling as these alarms are wired and this can cause damage which you will be held responsible for.
- Please never remove alarms or cover them as this can be dangerous in the event of a fire.
- In the case that your smoke or heat alarms start making a 'beep' sound every 30 seconds, please see the led indicators on them. If it flashes **RED**, this means that the battery needs replaced.
- To replace the battery, have a look on the side and you will see that there is a slot where you can insert a flat head screwdriver and push for the smoke alarm cover to slide off showing the area where the battery is kept. Please see diagrams below:



Smoke alarms



Changing the battery



9v Battery required



Electrical Issues

- If an electrical appliance starts to smoke or spark violently, please switch off all electrical appliances from the main consumer unit (red button) and report the issue to our agency. In the event of an electrical fire, call 999 and evacuate the property safely.
- If your sockets stop working, the first thing to do is check if this occurs across all the sockets or just one. If it's just one socket, try plugging in another appliance to make sure it's not a problem with one appliance only. If a different appliance works in that socket, then the issue will be with the appliance and not with the socket. If another appliance doesn't work, then it will be a problem with the socket, and this will need to be reported to our agency.
- If the latter is the case, before contacting us check your fuse box to make sure the circuit has not tripped (**Please see pictures in diagram below**). Usually, if something has tripped the circuit you will see one or more of the switches on the board in the downward position. To get the circuit restarted again, you will need to put all the switches in the 'downward' position and then put them all back up one at a time. Whilst doing so, if you come across a switch that stays in the 'downward' position each time you try to push it upwards, you will need to unplug all the appliances in your home, push the switch to the 'upwards' position and then one at a time, plug each appliance in. This way, you will find out which appliance is faulty as when you plug it in, the switchboard will trip once again. Once identified, please do not plug this appliance back into the socket as it is faulty.
- Please remember that you as a tenant are responsible for changing electrical items such as light bulbs inside your home if they fuse or become faulty.



- In the event you have checked everything, and you still have total power outage, the first thing to do is to check with your neighbours as there may be a power cut in the area. If this is not the case, then please visit our website - www.asproperty.co.uk - and report a repair. Please provide us with as much information as possible, for example your name, address, contact details as well as photos and descriptions of the problem. This helps us resolve the issue as quickly as possible.
- *Please note - Any burnt-out switches, cracked or damaged electrical points should be reported immediately*
- The same rules applies if your lights stop working and you have already tried changing the bulb. Please check that the trip switch on the fuse box has not dropped to the 'downwards' position as this commonly happens when a bulb fuses.



Example of main switch



Example of a tripped switch



Damaged socket



Appliance Issues

Storage Heaters

- Storage heaters must be switched on for at least 48 hours before they start emitting heat.
- Never cover a storage heater as this can cause the heater to overheat and trip. In worst case scenarios it can also cause a fire.
- You should have the setting on your heater set so that input should be around '4/5' and output should be approximately '3'. These settings will slowly release heat during the day. This will help to keep your costs down low as you will be charged off peak prices between 6pm-6am.
- Remember - if you switch your heater off at the main switch, you will then need to wait another 48 hours for it to start emitting heat again. So please refrain from turning your heaters on/off.

Example of a Storage Heater



Storage heater (input and output controls)



Panel Heaters

- Panel heaters should be switched on at the wall. There are several types of switches, some are simply on/off buttons, others have timers and temperature controls.
- However, they all work similarly and give instant heat.
- You must never cover these with towels or clothes for example as that can cause them to burn out and can potentially start a fire.



Panel Heater



Timer (push for switching on)



Washing Machines

- Washing Machines should always be operated whilst at home. Please do not leave the house whilst the appliance is on. Not only are such appliances a fire hazard if they malfunction but they can also stop working and can cause flooding.
- Do not overfill your machine. Only put the correct weight of clothing into the machine for example if you have an 8kg washing machine, only place 8kg of clothing in the washing machine at any one time.
- If you overfill your washing machine this will cause the machine to malfunction and breakdown.
- Ensure that you do not place coins/hair bobbles or any other items which are not suitable for such an appliance. Always empty pockets to ensure such items haven't been left inside.
- Ensure that you do not overfill the appliance with soap powder and only use such products that are suitable for the appliance.
- Place small garments such as socks and underwear in a pillowcase/suitable washing bag.
- If your machine stops draining and water is visible in the drum, please clean out machine filter usually located on the front bottom left or right hand of the machine (shown below). In most case, the filter will be blocked by coins/hair bobbles for example, and this can easily be resolved by yourself. You can even google simple instructions to follow to drain/unclog your washing machine filter. If you report this problem to our agency and we send out an engineer,



you will be charged a minimum of £45 if the problem is found to be due to inappropriate use of the machine (for example hair bobbles/coins found in the filter).

- If your machine starts making loud noises or seems to be malfunctioning, then please report the issue to our agency. Again, you can do this by visiting our 'report a problem page' on www.asproperty.co.uk . Please describe in as much detail as possible, your contact details, the issue along with machine, machine make and model number and images for a quick fix.
- If your machine starts smoking or a burning smell, then switch off immediately and report to agent or call the fire brigade in emergency on 999.



Washing Machine Filter



Machine filter

- To empty or unclog filter, please ensure you have several towels in place as water will be released from the machine. Once you have buckets and towels in place, only then turn the filter to unscrew and slowly drain the water out. You will then need to remove items such as coins/dirt/bobbles for examples to unclog the machine. Once you think the drain has been cleared out, screw the cap back onto the filter and turn the machine on to drain the water inside. If the water successfully drains, then you can continue to use the appliance, however, if it doesn't, please report this to our agency and stop using the appliance until it has been fixed.



Drainage

- As a tenant you are responsible to ensure that you use your drains sensibly.
- You must only put suitable items down the drain for example only toilet paper should be flushed down the toilets.
- Hand towels, baby wipes or sanitary items should be disposed of in a bin.
- Food waste should also be disposed of appropriately for example before washing dishes, large chunks of food, fat or bones should be removed.
- Oil, fat, and grease should most definitely not be disposed of down sink drains.
- Avoid cotton buds, razor covers and hair going down shower drains.



- If drains become choked or blocked, 90 days after your move in date, you as the tenant will be responsible for the drainage costs to fix the issue. If the drain becomes blocked, you can try unblocking it yourself using a plunger or running boiling water through the drain.
- If this doesn't clear the drains, you can try using a Mr Muscle drain unblocker. If you do decide to use this solution, empty half the contents out of the bottle and into the drain.
- Leave the drain overnight and do not use. In the morning flush the drain with boiling hot water.
- However, if the problem still doesn't resolve, we recommend a company known as 'Scone Drainage' and their contact number is 0797401757 (Colin). **Please note you will be responsible for the cost to get this fixed.**



Fridge Freezers

- Fridges should always be kept clean.
- Inside your fridge there is a drain at the back, and this can be choked if spillages/food hasn't been cleaned up properly. If your fridge is dirty, this can cause a build-up of condensation and foods such as fresh fruit/vegetables will end up turning mouldy much faster.
- Therefore, ensure that all spillages or food grains are cleaned immediately.
- Always open and close your fridge door using the handle and not the edge of the door as this can cause the seal to split which will damage the vacuum seal on your appliance.
- Always ensure that the area where your appliance has been kept is approximately room temperature. If you place your fridge/freezer in an area where it's too cold or too hot this can cause it to malfunction. If this does happen you can place a bowl of hot water in the fridge compartment, and this should help kick start the thermostat again.

Hints & Tips:

- If your fridge is giving off a bad smell such as the smell of 'curdled milk' after cleaning, a good way to remove such smells is to place a half-cut lemon in the fridge
- This should help absorb any bad odours.



Fridge Drain



Fridge Drain

- Freezers should be defrosted using a soft plastic ice scrapper or by using a bowl of hot water. Use a sponge to gently rub hot water over the ice until it melts and drops off.
- Never use a sharp object as you can puncture the aluminium walls causing the refrigerator gas to escape.



- **Consequently, the appliance will stop working and a replacement will be required. *In this case, the costs will be deducted from your deposit.***



CM STURROCK
Electrical Services
info@cmsturrock.co.uk



Heat It
Gas Safety Installations
01738 583897

Plumbing

Emergency Repairs

- Plumbing issues for example, leaks from pipework should be reported to our office immediately using report a repair on our website www.asproperty.co.uk
- If it's a main water supply and a considerable amount of water is leaking, please try and locate your stopcock (usually found in under the kitchen sink or outside the front door in flats) and isolate your water supply immediately.
- *Alternatively, please contact us as soon as possible on 01738 446928.*



Stopcock

- In the case of water ingress from an above property, please place buckets immediately to catch any water leaks.
- Thereafter, knock on your neighbours' doors to inform them that water is leaking from their property into yours.
- Advise them immediately that any showers/sinks/machines or other appliances that may cause a water leak should be turned off and that they should contact their landlord or arrange for a plumber.
- This should also be reported to our agency, so that we are aware of the situation. If it's possible, try and get the neighbours contact details for any further communication.



Non-Emergency Repairs

- For small leaks for example, a radiator valve leaking, place a tea towel/dish/bucket or something similar around the source of the leak and immediately report the issue to us via our website 'repairs' section.
- The same applies with any issues with taps, showers, toilet flushes etc.



Hobs & Ovens

- Hobs should always be switched off at main switch when not in use.
- You must prevent spillage of liquids when cooking and keep surfaces clean and grease free.
- Make sure pots/pans are of the appropriate size and do not sit too close to operating buttons as this can cause buttons to melt or crack.
- You as the tenant will be held responsible for any damage to the appliance including the buttons and surfaces. If you damage a button, you can easily find replacement buttons online by searching the appliance ID.
- Ovens must be kept clean after use
- Ensure that whilst cooking, the grill trays have been fully inserted and are not touching the glass door as this can cause the glass to shatter.
- Ensure that you clean your appliance thoroughly after use. Burnt food deposits will eventually cause your hob or oven to stop functioning properly. It can cause the appliance warranty to be void.
- Such damages can also impact your deposit, as a minimum of £45 will be charged if the appliances are dirty after you vacate the property.



Cooker Switch



Hobs and Buttons



Gas Emergencies

CARBON MONOXIDE ALARMS ARE ONLY FITTED IN PROPERTIES WITH GAS.

- If you smell a strong smell of gas or suspect/know of a gas leak, please immediately evacuate the entire building. Once it's safe to do so, outside, please call the gas emergency number on 0800 111 999 as soon as possible.
- In the event your boiler breaks down or stops working, try and reset your boiler prior to calling us. You can reset the boiler by searching simple instructions online / most modern boilers now have a reset button directly on the boiler that you can press.
- If the boiler does not seem to work after trying this, please check the pressure gauge. If the pressure gauge is at zero or the boiler does not restart, please contact us immediately on 01738 446928 or via our website on the 'report an issue' section. Please include photos in your email/messages.
- If your CO (carbon monoxide) alarm goes off, please do not ignore this. You must open all windows immediately, inform our agency and contact the gas emergency number (as above).
- Seek medical advice from your GP if you think you have been exposed to low levels of carbon monoxide.



Condensation/Damp

How to get rid of condensation

- As with everything prevention is easier than working out how to get rid of damp.
- 'Once damp starts, it can sometimes be difficult to solve the issues it causes, such as mould growth and structural damage. 'Prevention is always easier than the cure – which is literal when it comes to mould, considering the health risks that can come along with it!'

Here are a few quick and simple remedies for preventing and banishing dampness:

- Remove the condensation as soon as you see it as this will stop any mould from building up.
- Use kitchen towel or a squeegee. It might help to occasionally wipe down walls and window frames with a fungicidal wash.

1. Wipe down windows and sills every morning



- If you're removing mould caused by condensation, the NHS recommends that you wipe it away with a cloth dipped in a bleach solution or soapy water.
- When you're done, use a dry cloth to remove any moisture, and throw both cloths away. It advises to 'Be careful not to brush the mould, as this can release mould spores.'



2. Deal with steam from cooking

- Always cover pans and pots when cooking. This won't just prevent steam escaping, but also saves energy.
- You could also close the kitchen door when cooking to stop steam escaping to other parts of the house.
- Improving your heating and ventilation systems will do a long way to solving condensation issues. Use extractor fans or open windows in the kitchen to reduce moisture and be an effective long-term solution.



3. Get rid of bathroom moisture

- Showering or bathing can produce lots of steam and moisture. To prevent this from causing condensation in the rest of the house be sure to keep the door of the bathroom closed and open your bathroom window when showering.
- In the bathroom itself be sure to have an extractor fan fitted to help clear the excess moisture in the room. This is even more important if you don't have a window in the bathroom.
- Remember to clean your extractor fan regularly by either using a soft brush or vacuum the grill cover.



4. Ensure ventilation

- Ventilating your home can be as easy as opening a window for at least 15 minutes each morning.
- If you have windows that can be locked in a slightly open position, all the better.
- Make sure trickle vents on windows are always open this protects condensation on your windows and prevents mould growth.

5. Keep your house warm

- To keep the damp at bay during the colder months, try to keep your home at a steady warm temperature.
- Damp happens when warm air hits cold walls, so by keeping your house warm the surfaces don't get cold enough to create condensation. Try setting timers for your heating to turn on at intervals throughout the day.



Reporting an Issue

If you have an issue and you've not managed to resolve it using this book, please do still get in touch with us! We are always happy to help.

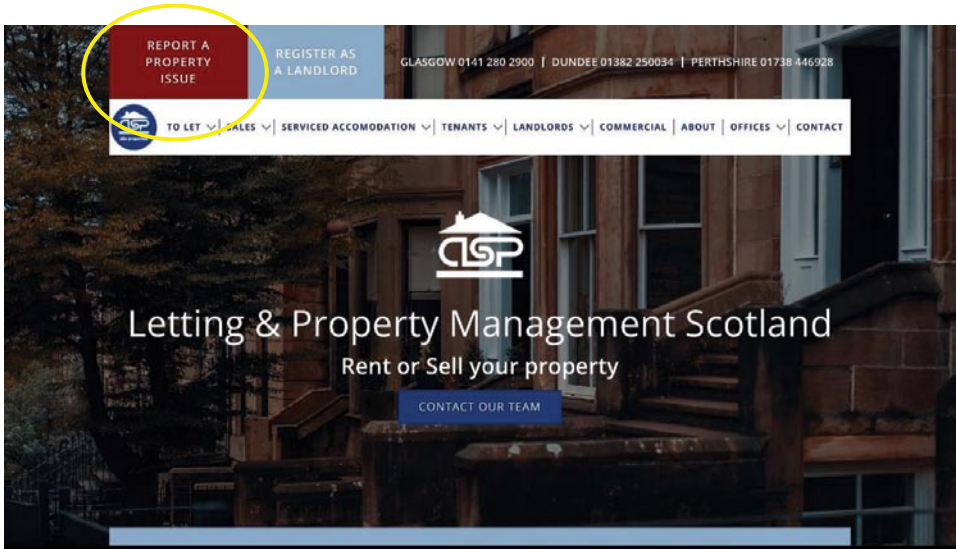
For us to log your problem and provide a solution, please follow some quick steps below:

1. Please scan the QR Code below to find our website or alternatively please visit

www.asproperty.co.uk



Please follow the instructions below to report an issue via our website:



- Click the red button highlighted in yellow to report an issue
- It should then take you to the following page, **shown below**.
- Click 'FILL OUT THE FORM' or alternatively scroll to the bottom of the page to fill out your details



REPORT A
PROPERTY
ISSUE

REGISTER AS
A LANDLORD

GLASGOW 0141 280 2900 | DUNDEE 01382 250034 | PERTHSHIRE 01738 446928



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HOME > REPORT A PROPERTY ISSUE

Report a property issue

Please note that you must not authorise repairs to the property or incur any unauthorised expenses without the express written permission of the agent detailed above. The cost of any work authorised by you or someone acting on your behalf without such written authority will not be reimbursed.

FILL OUT THE FORM

Emergency repairs include:

- No heating or hot water between October 1st and March 31st only
- No heating or hot water any time of the year if there is a vulnerable person in the property -



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REPORT A PROPERTY ISSUE

Tenant Name *

Address *

Which Office do you deal with?

SELECT

Phone *

Email *

Permission to enter property

☐ Yes ☐ No

Message *

Please upload any relevant images

UPLOAD

+ ADD ANOTHER IMAGE

To comply with data protection regulations (2018), we are unable to store and use your information unless you give us your permission. Please select Yes to allow this. View our Privacy and Data Policy for full details. *



- Please fill out your details in the field above. Once you have completed the form, please submit the form by clicking the 'Submit Form' button highlighted below.
- Please try and include as much information as possible, including photographs to help us resolve your issue as quickly as possible.

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Phone *

Email *

Message *

Permission to enter property
☐ Yes ☐ No

Please upload any relevant images

To comply with data protection regulations (2018), we are unable to store and use your information unless you give us your permission. Please select Yes to allow this. View our Privacy and Data Policy for full details. *



We just want to say...

THANK YOU!

Thank you for choosing A&S Properties. Thank you for being our valued customer. We are so grateful for the pleasure of serving you and hope we met your expectations.

If you don't mind, could you please take a few minutes to write us a review by scanning the QR Code below. Feedback and reviews from previous clients really helps prospective customers to feel more confident in choosing us. If you wouldn't mind writing about the service and experience you have received from us that would be highly appreciated.



You can contact us via:

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Heat It
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01738 583897