

Useful Maintenance Tips

This leaflet is available in larger print, other languages, audio or other electronic forms

房屋協會是一個已登記的蘇格蘭慈善組織

有用的保养建议

這單張有不同語言的版本，也有錄音或其他電子傳送方式提供

L'association d'habitation Horizon est une œuvre de charité écossaise enregistrée

Informations utiles pour l'entretien

Cette brochure d'information est disponible dans d'autres langues, en format audio ou dans d'autres formats électroniques.

ਹੁਰਾਇਜ਼ਨ ਹਾਉਸਿੰਗ ਇਕ ਰਜਿਸਟਰਡ ਸਕਾਟਿਸ਼ ਚੈਰਿਟੀ ਹੈ

ਰਖ-ਰਖਾਵ ਦੇ ਲਾਹੇਵੰਦੇ ਸੁਝਾਅ

ਇਹ ਲੀਫਲੈਟ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਆਡੀਓ ਜਾਂ ਹੋਰ ਇਲੈਕਟ੍ਰਾਨਿਕ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ

Problems such as bees and wasps, ants, clover mites and spiders are not uncommon in housing. Whilst we minimise the risk through maintenance and design. It is impossible to make a building insect proof. If you have a problem you will either need to deal with this yourself or contact the Environmental Health Department unless it is an infestation that affects the habitability of your home.

ELECTRICAL PROBLEMS

If you have switched on an appliance or a light and the power fails check the following before contacting us:

Check the trip switches (main circuit board) at the meter box. If one is in the 'off' position, either unplug the appliance or switch off the light. You should then press the RCB button and flick the switch back to the 'on' position.

Avoid using the appliance or switch until you check it out. Due to the sensitivity, it may be that you only need a new fuse or light bulb.

If after replacing the light bulb/fuse the problem persists, contact the Association.

Remember, we have no responsibility for your own light fittings or appliances.

If you need further guidance, contact our maintenance team.

SAFETY

Your safety is paramount, therefore, if you believe there is either a gas leak, electrical fault or fire, please ensure you contact the emergency services and the Association.

Most of our estates meet the 'Secure by Design' criteria. To avoid burglary, ensure you use the door locks and safety catches fitted to your windows. Do not leave valuables visible. If going away for a holiday, be sure to take all the sensible steps. If you are away for more than 28 days let us know.

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Horizon Housing is a Registered Scottish Charity

Inclusive, sustainable communities where people's particular needs are met

GAS

If you suspect a gas leak telephone TRANSCO on 0800 111 999 immediately.

DO NOT:

- Use a naked flame
- Smoke
- Turn on or off any electrical appliances, even a light switch

DO:

- Open all doors and windows
- Await the emergency controller
- Turn off your gas at the meter

FROST

During particularly cold spells your home may be prone to frozen or burst pipes this can often be avoided by taking some simple precautions:

- Leave your heating and hot water on. Your radiators have a frost protection symbol on your thermostat (*).
- Open up cupboard, room and hatch doors to allow the heat to warm unheated areas.
- Lag and insulate exposed pipes, including the loft.
- Drain your system down when going away, if you cannot manage, let us know and we can arrange this on your behalf.
- Ask family and friends to keep an eye on the house.

BURST PIPES/FLOODING

If you have a burst pipe or you suspect signs of flooding, telephone our emergency number. In addition:

- Switch off the electricity at the fuse board
- Check with your neighbours on the likely cause
- Remove personal belongings from the affected areas
- Await the emergency plumber

If in doubt, contact Scottish Water on 0845 601 8855.

FIRE

The risk of a fire is of major concern. If you are unfortunate to experience such a major incident you should always notify the Fire Brigade by dialling – 999

- Vacate the building immediately
- If possible, turn off the gas – this is located next to your meter and is labelled
- Ensure you wait on the Fire Brigade in order to advise them if there is any risks to them or neighbours in attending to the fire
- Notify the Association of the incident. We will attend to inspect your home. If this is out with working hours, contact our out of hours service.
- If your home is damaged to the extent that it is not habitable, we will contact the local authority for emergency assistance
- Notify your insurer, likewise we will contact our buildings insurers

CONDENSATION

As your home is relatively new with good thermal qualities, condensation seldom occurs as a result of any building failure. Most cases of condensation arise from factors such as not using sufficient heating.

Condensation occurs mainly during the colder months. It is created when the moisture in the air meets the dew point which is most common when the air is cold.

The condensation will appear on cold surfaces such as glass and in areas where there is no circulation of air, e.g. behind furniture.

Commonly associated with black mould, condensation can be eliminated by adequately heating rooms, allowing fresh air in via window vents, using fires and avoid drying clothes in the home.

INSECTS AND GARDEN PESTS

The Association does not provide a pest control service. This type of service is provided by the Council's Environmental Health Department, for which there may be a charge.