

Emergency Contact

If our offices are closed and you have an emergency maintenance issue, we may be unable to assist you until our offices are open.

However, the below information may be useful.

If you have a Gas Leak for example can smell gas – Call the National Grid on **0800 111 999**

If you have a Water Leak – Please locate your stop tap which are usually located by your front door or under the kitchen sink and turn off the stop tap.

Most times if the leak is only dripping water, this can be managed by placing a bowl or a bucket under the leak and we will respond when our offices are open.

Call United Water Leak helpline on **0800 330 033** if there is gushing water that continues once you have turned off the water at the stop tap. This might mean that there is an issue with the main supply into the building or street.

If you have an Electrical Fault or tripping of electrics; for example, your sockets are not working, or your lights have gone out. You might have tripped a fuse switch – please check your fuse box to see if any breaker switches have flipped downwards. If they have, the circuit might have been overloaded with too many appliances or an electrical appliance is faulty. Before you turn power back on you must work out what is causing the problem.

How to fix a tripped fuse box

Once you've identified the cause, you can reset the fuse box. Do not use any faulty appliances until you've checked them.

Reset your fuse switch

Today, most homes have trip switch fuse boxes installed with electrical fuse breakers. These switches flip down when they need to trip the electrics.

- They're straightforward to reset – all you need to do is switch them back into the 'on' position.
- If you have attempted to reset your fuse switch, but it keeps tripping, there's likely a problem with one of your appliances or sockets.
- If none of your electric trip switches have moved, one of the RCD switches has probably tripped. Make sure they're turned on too.

If you have a Power cut - Call 105 for free. 105 is the new nationwide number that will put you through to your local electricity network operator – it is likely that your street and neighbours will also, be without power.

If you have a Boiler breakdown; For example, you have no heating from the radiators or hot water.

If you're having problems with your boiler, don't panic! The problem might not be as serious as you think, and you may be able to fix it yourself without us having to call out a Gas Engineer when our offices re-open.

Please follow the next steps;

1. Re-pressurise Your Boiler

- There should be a water pressure indicator on the front of your boiler. If the indicator is below one, your boiler pressure is too low.
- Next, you need to find the boiler's filling loop, which is probably at the bottom of the unit.
- Make sure the boiler is turned off and the ends of the hose are attached to the valves.
- Open the valves and you should be able to hear water filling up the system.
- Watch the pressure indicator until it reaches 1.5, then close the valves and switch the boiler back on.

2. Reset Your Boiler

- Refer to the boiler's manual to find the reset button and push it for 10 seconds.
- After a few minutes, the boiler should start working again.
- Attempt it a second time if the initial reset doesn't work.

3. Bleed Your Radiators

- With the heating turned on, check the radiators to assess which ones aren't warm.
- Once they've been identified, turn off the central heating. Once cool, use a radiator key and attach it to the valve.
- With a cloth, slowly turn the key anti-clockwise. If you can hear a hissing sound, it means that there is gas escaping.
- Once all the gas has escaped, the valve needs to be closed again.

4. Change Thermostat Batteries

- Remove the thermostat housing from the wall mount and turn it over to find the battery removal slots.
- Take out the old batteries and replace them with new ones.
- Most thermostats will require 2 X AA or 2 X AAA batteries.
- Fix the thermostat housing back onto the wall mount.
- It may take a few days for the low battery warning sign to disappear from the monitor.

FOR ANY OTHER EMERGENCY;

If you have a Fire – Call the fire service on 999

If you need to report a crime, Police – Call the police on 999 (Police non-emergency issues call the police on 101)

REPORT A REPAIR

You can report a repair by calling us on 01253 627111, Monday to Friday between 9.00am and 6.00pm and on Saturdays from 10am to 4pm.

We are closed on Bank Holidays, Good Friday, Easter Monday, Christmas Day, Boxing Day and New Years Day.

If you have an emergency outside of these hours, please contact us 01253 296363

You can email a repair report to repairs@tigerlettings.com 24 hours a day, where possible please use photographs to support your repair report with as much detail as possible.