



# **NORWICH HOUSING SOCIETY**

## **REPAIRS CHECKLIST**

## Repairs Checklist

If you need to report a repair please consider the following checklist. This could help you, as the Society will recharge you for any unnecessary call outs/repairs. This information will also help you identify the nature of the repair required when speaking to staff. This will enable them to pass on the work to the appropriate contractor.

### **Electrics**

Please tell us-

- Have you checked whether there is a general power failure? Are your neighbours also affected?
- Have you checked and reset any trip switches?
- Have you in case of light failure, checked the bulb?
- Does the problem only affect one room, if so which one?
- Were you using a particular appliance at the time of the power failure? This may have fused and tripped the main trip.

Please remember that care should always be taken with electrical equipment and fittings.

Problems, such as flickering lights and overheating sockets should be reported as soon as possible.

## **Baths and Basins**

Please tell us-

- Is the problem with the sink (in the kitchen) or a wash basin (in the toilet or bathroom/wet room)?
- What exactly is the nature of the problem (e.g. blockage, leak, crack etc.)?
- If there is a leak on a supply pipe, is it the hot or cold one?
- If the sink is blocked have you tried to unblock it?
- If damaged – how did it occur?

Various problems can occur with taps (e.g. a slow drip may indicate the need for a new washer).

All wash basins are fitted with a trap which is usually easily cleaned when unscrewed. If you unscrew the trap, please ensure you place a bowl underneath to catch any water that will be laying in the pipework.

## Toilets

Please tell us-

- Is the pan cracked, or are any pipes or joints leaking?
- How did the damage occur?
- Does the toilet leak when it is flushed?
- If the toilet will not flush, are there any broken parts which you have noticed from looking inside the cistern?
- Has the water supply been turned off?
- Which overflow is causing the problem (e.g. from the toilet, cold water tank)?
- Where is the water overflowing (e.g. outside)?
- Is the overflow running continuously or not?

Please note that if a blockage of your WC or drains has been caused by disposal of items such as wipes, nappies, paper towels or any other items not designed to be disposed of in this way, this can cause major problems with the drainage system. This may also affect connecting drains to other properties and is extremely costly to rectify. In such cases, any costs incurred to the Society will have to be charged to the tenant(s) who is causing the problem.

## **Windows and doors**

Please tell us-

- Was the damage as a result of forced entry and if so have the police been informed?
- Is there damage to the frame, lock or door handles?
- If the door will not close properly, has it been recently painted, or does it show signs of warping?
- If a glazed panel is broken, what type of glass is it (single or double glazed) and how was it broken?

## **Water Service**

Please tell us-

- If you have a leak, can you see where it is, (supply or waste) and which item of equipment is affected?
- How serious is the leak and is it the hot or cold supply?
- Are your electrics affected?

## **Cupboards**

Please tell us-

Which item needs replacing (e.g. kitchen wall cupboard, base unit)?

How did the damage occur?

## **Central Heating Problems**

Please tell us-

- Is the problem with all the radiators?
- Is the radiator completely cold?
- Are you without heating?
- Have you checked the thermostat?

## **Heating your water**

Please tell us-

- Do you have any hot water coming through your taps?
- Is the water cylinder hot (where applicable)?
- Do you have an alternative method of heating water in your home?
- Have you checked the controller?

