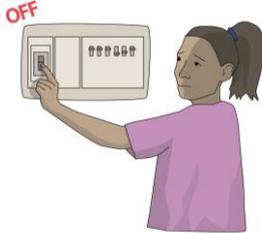


## HELP YOURSELF TO HALLS HANDY HINTS

### Turning off electricity



If you need to turn off all electricity (e.g., due to a leak), use the main ON/OFF switch on the electricity consumer unit (Fuse Box).

This may be located close to the main point of entry for electricity in your home, or in a communal hallway. It will either have fuses or trip switches. Modern electric circuits are fitted with circuit breaker fuse system.

If a fault develops a switch will trip, and the circuit will be broken, stopping power to the circuit. This could be because you are using a faulty piece of electric equipment. When a switch is tripped: Open the cover on the fuse box to expose the trip switches. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail, please refer to any user manual supplied.

Older units will have fuses that may need to be replaced. If in doubt, please telephone our office on 02476 612121.

#### **DO**

Know where your Consumer unit is.  
Familiarise yourself with the unit.

#### **DON'T**

Remove anything from the unit.

### Overloading Plugs



A common cause of electricity trips or faults is overloading plugs and blowing fuses.

#### **DO**

Check your appliance fuse.

#### **DON'T**

Use multiple adaptors on single plug sockets.

## **Leaking, burst or frozen pipes**



Please telephone our office on 02476 612121 and take the following precautions:

When pipes leak - Place a dish or bowl underneath the leak. Pull back any carpets and lay down towels to absorb the dampness.

When pipes burst - Turn off the water at the main stopcock and switch off any water heaters. Open all taps to drain water from the system.

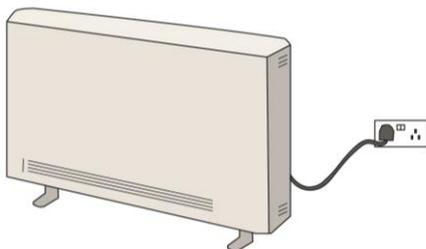
Can it be isolated?

Some appliances have their own isolation valve which can be used these to stop their water supply. If electric fittings get wet: Do not touch. Turn off electricity at the Fuse Box. *See above. Turning off electricity*

### **DO**

Check where your stop tap is located in the property.

## **Storage heaters**



Discolouration of wall finishes can sometimes occur immediately above a heater due to the properties of some paints and decorating materials or the presence of environmental impurities in the air (such as soot or incense generated from the burning of candles, etc.)

If people that are elderly or infirm, or young children are likely to be left unsupervised in the vicinity of a heater, precautions should be taken to ensure that prolonged contact with the heater cannot occur. Where particularly vulnerable people are likely to be left unsupervised in the vicinity of the heater, we recommend that a guard is fitted around the heater, as is normal with heating appliances in similar circumstances.

### **DO**

Learn how to operate your heater by reading the operating instructions.

Clean your heater, it need only be wiped over occasionally with a dry duster.

During the summer months, or at other times when the appliance is not in use and is completely cold, the opportunity should be taken to wipe over with a damp cloth.

## **DON'T**

Use abrasive cleaning powders or furniture polish.

Cover surfaces of the heater or obstruct air outlet grilles as this can cause excessive temperatures which can be hazardous and may cause safety cut-outs and stop the heater from working.

Sit or stand on the heater.

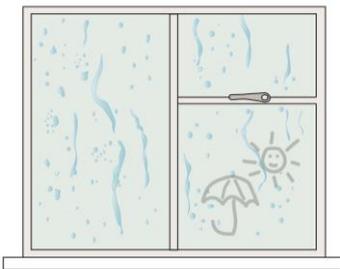
## **Central heating**

During very cold spells, keep the heating on to prevent the pipes from freezing, turning your thermostat down to 10°C can prevent this when you are out.

How to control the temperature: The thermostat maintains the temperature in your property. To set it, turn the dial so that the arrow or marker indicates the temperature desired. A comfortable temperature is between 18°C and 22°C.

On many systems, the temperature of individual radiators can be controlled via the turn knobs on the side.

## **Condensation**



Condensation occurs when there is an excessive build-up of moisture in the air. There is always moisture in the air, but people create additional moisture in their homes by: Cooking or boiling water, taking baths or showers, drying clothes indoors.

Condensation is worsened by extreme differences in temperature, such as the outside temperature in cold weather versus the inside temperature in your home. Therefore, condensation is usually worse in the colder season. If condensation cannot dry out, it will cause mould on walls, in cupboards and on windowsills, and mildew to form on clothes and upholstery.

There are four things you can do to stop condensation forming:

Produce less moisture: Cover pans and turn down the heat when boiling; switch off boiling kettles; and dry clothes outside, or in a well-ventilated room.

Ventilate to let moisture out. Open a kitchen or bathroom window to let steam escape (in conjunction with the use of an extractor fan), and open windows for a while each day to allow air to circulate through your property.

Keep your home warm. Drastic changes in the ambient temperature in your home can lead to more condensation.

Wipe down anywhere where moisture settles.

## Washing Machine



To keep your washing machine in good running order, you should do a maintenance wash once a month, to dissolve any mould or soap scum build up in the machine.

Tip: Leave the door on your washing machine open for a while after a wash to prevent damp build up.

**Maintenance washes:** These should be carried out once a month to keep your machine in clean working order. This should also be carried out if you find any mould building up in your machine, or the machine starts to smell damp. Do not put any clothes in the machine. Fill the soap dispenser with soda crystals, not normal detergent. (Soda Crystals are available from most supermarkets and DIY Stores). Set your machine on a hot wash and allow it to complete the cycle.

**Checking the pump filter:** This can be found in the bottom right-hand corner of the machine. Many problems, such as the washing machine not draining properly or completing its cycle are caused by foreign objects finding their way into the pump area. You should ensure that all small objects are removed from pockets to prevent this from happening.

## Sink and toilet blockages



Most blockages are caused by a build-up of foreign objects, such as food, grease, or hair in your drains. This will need to be cleared by one of our maintenance team or contractors and you will need to telephone our office on 02476 612121

### **DO**

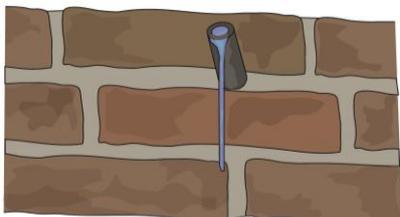
Use a drain cleaning product every so often to clear the drains, available from most Supermarkets and DIY Stores.

### **DON'T**

Pour fat, grease or cooking oil down your sink or drain.

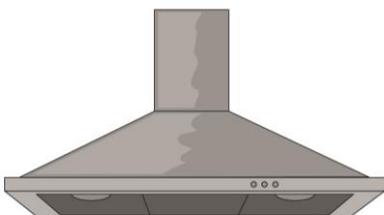
Flush tissues, wipes or sanitary products down the toilet.

## Overflows



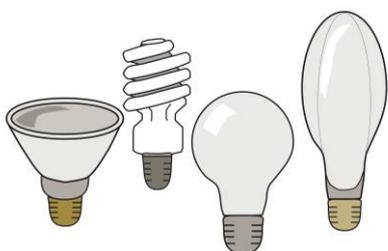
To stop an overflow: If the toilet cistern is overflowing, try lifting the float to close the ball valve. If this stops the overflow, try to tie it up, and telephone the office on 02476 612121.

## Kitchen extractor filters



The filters on kitchen extractor hoods should be cleaned regularly to ensure that they continue to work. You will notice discolouration when the filter needs to be replaced. If you don't look after the filter, grease will build up around the cooker.

## Changing light bulbs



It is your responsibility to change the bulbs and batteries in your property. Normal and halogen bulbs can be purchased from most hardware shops.

Changing bulbs: Turn off the light at the switch. To be safe, switching off the 'lights' circuit on your fuse box is the safest option. Give the bulb time to cool. Remove the bulb with a light but firm grip. It is a good idea to use a cloth glove or other soft glove to avoid direct contact with the bulb. Replace with the same bulb type and turn the system back on.

## Changing battery in the smoke detector



You should carry out regular checks on the smoke detectors using the test button to ensure they are working. Most of them are fitted with readily available 9 Volt batteries (the rectangular ones) and are easily replaced by opening the device.

### **DON'T**

Stand on a chair, climb steps etc to change a light bulb, if you can't reach safely, call our office on 02476 612121.