



Maintenance issues and common Questions

The drain/gully , Sink/Bath / shower is blocked.....

The tenant is required to clear blockages caused by the build up of soap, food, natural debris such as leaves, silt or hygiene items. If you cannot clear the blockage yourself, you will need to call a reputable contractor and pay for this service.

If the cause of the blockage is due to a fault of the pipework (ie; collapsed drain) then the landlord is responsible for the cost.

Washing Machine/Tumble Drier Filters

Tenants are responsible for cleaning of the appliance filters. Should a contractor be called out to clear an obstruction, the cost will be applied to the tenant.

Vacuum Cleaners

If you find a loss of suction, try emptying the bag, check for blockages in the pipe or filters, remove any and try again. If still find a problem report the fault.

Black Mould

This is due to condensation and is not necessarily damp. In these circumstances, you need to prevent the build up of the mould growth

- Ventilate the property adequately. A window needs to be opened for a reasonable time after showering/bathing and when cooking
- Ensure the property is properly heated and not to use portable gas heaters or operate tumble driers without proper external venting
- Use any mechanical extractor fan when cooking
- Do not push furniture right up to walls – always allow a reasonable air gap to allow circulation of air behind the item
- Clean the bathroom with anti-mould spray to avoid build up of mould in the grouting – This is classed as permissive waste and can be treated as unfair wear and tear.

We have a leak in the property.....

First we need to establish the root cause of the problem, so

Is the leak only when it rains ?

Is the leak only when the upstairs tenant/occupier is in the bath or shower ?

Is the leak from an appliance ?

So before we can put you in contact with the right person, please try and assist us by giving us as much information of the problem as possible when you make contact.

An emergency plumber may only turn off the water at the mains, they will not source the problem

So - If the leak is building related, especially after high winds, there may be a tile or slate of the roof

If the leak is after severely cold weather, there may be a burst pipe

If the leak is when the upstairs tenant takes a bath or shower, the problem may be the sealing around the shower or bath in which case we will need to gain access to the upper flat to deal with this, In the first instance, report this to the person upstairs, so they are aware of the problem and can potentially prevent further problems initially. Secondly contact us in order that we can send our contract to the property

I lost my keys !.....

Lost keys is not an emergency from the point of view of the landlord. Therefore as you are in charge and responsible for the safety of your keys, you are responsible for calling out a locksmith to regain access, AND the cost thereon.

My radiators are not getting hot, but the boiler is working.....

There could be an airlock or build up of air in the radiator, You will need to bleed the radiator(s) by buying a radiator key and unscrewing the nut on the top side of the radiator to release the air CAUTION AS THE AIR/WATER WILL BE HOT.

Also be aware that in pressurised systems (combi boilers) you will need to keep an eye on the pressure gauge, as releasing air/water will reduce the pressure and you will need to refill to the appropriate pressure usually 1.5 BAR

My boiler will not function as the pressure gauge is too low....

You will need to refill the boiler by turning the filler taps (Combi boiler) slowly to refill the system with water. This needs to be done carefully as overfilling can cause a fault as well. Only fill to 1.5 Bar or to the green zone. IF in doubt, contact us to arrange for a plumber to call, if a call out charge, you will be responsible for this.

A bulb has blown now I have no lights in the property....

This may be due to the "Trip Switch" activating due to the sudden voltage change. Locate the consumer unit or fuse box and you should see one on the switches in a different position to the rest (off), reset this by flicking it to the alternative position ON, the switch should stay in this position, and you should now have lights in the other lamps.

If the switch does not reset, contact us to arrange for the electrician to call

The trip switch activates when I use a particular appliance....

In the first instance, do not use this appliance if known.

If you do not know what appliance is causing the trip, isolate all appliances on the circuit (removing the plugs from the sockets), Reset the Trip switch and one by one re-plug in the appliances, until the trip activates again (now you know the offending appliance)). Switch off the appliance, reset the trip and investigate the root cause.

If it is an appliance provided by the landlord, contact us accordingly. If it is your appliance have it checked by a qualified electrician

I have found a mouse or mice droppings

This is common in some areas particularly in older properties or in more rural areas.

First try to locate where they originate from and block up any holes found.

Buy some humane traps/poison and keep the property clean and remove all rubbish or debris to avoid further incidents

You can also call pest control on 01792 636000 (local council).

I can smell GAS

IMMEDIATELY turn off the gas supply

Extinguish naked flames

Open windows

Do not use electrical switches

Call TRANSCO on 0800 111 999

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