



How to.... trouble shooting around the home

Sadeh Lok is responsible for most repairs in and around residents homes, but not all – find how what Sadeh Lok is responsible for and those repairs which are the residents responsibility by checking the Report A Repair section of the Sadeh Lok web site.

The following is intended to provide some helpful tips and guide you to undertaken minor repairs around the home for which you are responsible.

As with any repair work, think safety first – never take on anything you are not confident about and when doing work, keep the work area tidy: an untidy work environment easily leads to accidents. You can find out more about safety around the home at;

http://www.direct.gov.uk/en/HomeAndCommunity/InYourHome/index.htm?cid_s=Google_PPC&cre=Home_and_Community?

Never attempt to carry out any repairs involving the gas supply or gas appliances – all work to gas installations must be carried out by Gas Safe registered contractors only – that's the law – to find out more visit the Gas Safe website at <http://www.gassaferegister.co.uk/>

In addition, never attempt to carry out work on electric circuits. It is obviously ok to change light bulbs and to reset circuit breakers at the consumer unit (see below), but over and above this, all work to the electricity supply must only be carried out by NICEIC approved contractors.

You can view video content of how to undertake some minor repairs by visiting <http://www.videojug.com/film> - in providing this link Sadeh Lok accepts no responsibility for the content.

Helpful Tips

Looking after your home

You are responsible for keeping the inside of your home in good condition. To help you do this it is best to carry out small tasks and checks to prevent future problems:

- Wipe down on a regular basis all windows affected by condensation and if any mould has formed, clean it off using a wash of diluted bleach, or a proprietary product available from supermarkets and DIY shops. See Condensation below
- Lime scale can be removed from baths, sinks, shower heads and taps with a descaler available from supermarkets and DIY shops



- Blockages in kitchen sink waste pipes can be prevented by flushing through using a drain clearing product
- Outside gullies should be kept clear of leaves and other debris so that water drains away easily
- Make sure you know where the main stopcock is, and how to turn it off. Also, be sure you know how to turn off electricity and gas supply in an emergency. If you do not, ask any of our staff or contractors when they next visit you.

In the autumn you should check the following list of items and notify us of any problems. We can then repair them before they get worse and cause you any inconvenience.

- Are all your heating controls set correctly?
- Are there any tiles or slates missing or broken on your roof?
- Are there any blockages or leaks from gutters and downpipes?

How to unblock a blocked Toilet/Bath/Wash Hand Basin/Sink

When water overflows in either the toilet bowl or a sink or wash hand basin (WHB), there is a blockage somewhere in the waste system. The most common places are the 'traps on sinks and WHB, and in the bend on a toilet bowl. These can usually be easily cleared.

If more than one appliance in your home are backing up, then the problem is likely to be somewhere in the sewer line. This article addresses only those blockages that are in or near the toilet. Blockages farther along the drain or sewer lines will require different equipment and should be reported to Sadeh Lok's Customer Service Team by phoning 01484 435715, menu option , or e-mail customerservices@sadehlok.co.uk.

Unblocking a Toilet

- You will need a plunger for this - it is recommended that you use a plunger with a flange, rather than the old fashioned cup style, because the flange of the plunger fits into the opening at the bottom of the bowl and exerts more pressure than the old style plunger.
- If the toilet bowl is full, put on some gloves and bail out the water until the bowl is only half full.
- If the bowl is empty, add water to fill it to half full.
- In order to avoid the possibility of splash back, drape a large over the bowl and under the toilet seat
- Place the plunger in the bowl and completely cover the opening



- With the plunger completely under water, press and pull it rapidly for 15-20 seconds.
- If the water drains out of the bowl, add some more water and plunge again.
- If the water seems to be properly draining, go ahead and try flushing the toilet.

If the plunger does not work then you may need to call out a plumber; if you do this through Sadeh Lok you will be recharged for the costs involved.

Unblocking a WHB and/or bath and or kitchen sink waste

The most common cause of blockages to bath room WHB and baths is hair that has gathered in the 'trap' to the waste, or in the case of kitchen sinks due to food and other debris gathering in the waste trap.

Often such blockage can be removed by using a chemical based product specifically designed to clear blockage; we can't endorse any particular product, there are many on the market made for domestic use and available from your local supermarket or other stockist, but a common one is Mr Muscle. Please be aware that these products contain very strong chemicals and can cause damage to clothing and burn skin. If using always follow the manufacturer's instructions, wear protective gloves and glasses and old clothing. Always keep chemicals out of the reach of children and pets and store in an upright position and away from areas where accidental spillage may occur. Sadeh Lok does not accept any responsibility for damage or injury caused through using such products and offers this information for advice only.

If a waste cleaning fluid fails then try using a plunger like the one pictured.

When plunging, there must be some water in the fixture, so add water if necessary

Place the plunger over the drain outlet in the bottom of the sink or bath, so you completely cover the drain opening. Sinks/baths have an overflow drain near the top. This must be fully covered or the plunger will force the water out that way instead of down the drain. Seal it with a towel.

With the plunger completely under water, press and pull it rapidly for 15-20 seconds. If the water drains out of the fixture, add some more water and plunge again. If the water seems to be properly draining, go ahead and run some water to test the drain.

If the plunger didn't do the job you'll have to disconnect the trap from the sink or bath/WHB. Don't panic, this is easier than it looks. However, don't do this if you don't feel fully confident about; in which case you will need to get a plumber in – if you do this through Sadeh Lok you will be recharged for the costs involved.



First put a bowl underneath to catch any dirty water first, or it'll end up on your floor. You will either have a U-bend, or a bottle shaped trap. With a U bend unscrew the retaining nuts at either end, with a bottle trap, unscrew the whole thing from the bottom.

Once removed, use your fingers, or a piece of wire, to poke out any blockage in the pipes. Beware- not only does it look grim, but it will also smell. Rinse the pipes well to get rid of every last bit of dirt

Put the system back together, firmly tightening all nuts and chuck the dirty water down an outdoor drain. Lastly squirt a little disinfectant down the plughole to finish the job off. Another job well done

How to replace a toilet seat

Whether your old toilet seat is cracked and scratched or it's just time for an update, you can usually you can remove the old seat and install a new one with just a screwdriver and five minutes time.

Most toilet seats are held in place with just two large bolts located near where the seats hinges. The bolts may be visible or they may be hidden under a little removable cap. The bolt passes through the bowl and underneath is the nut. On many toilet seats, you can hold the nut with your fingers and use a screwdriver to loosen the bolt. If the nut is too small or corroded, use a pair of pliers to hold the nut while turning the bolt with the screwdriver

In a worst case scenario, the nut may be rusted onto the bolt. First, try loosening it by spraying it with penetrating oil, like WD40, and wait a few minutes for it to work. If it is still holding fast, you may have to cut the bolt with a hack saw. Use a hack saw with a blade that extends out from the tool, so that you can slip it under the bolt head. You should be able to saw through the bolt by hand, in a just a few minutes, but take care not to damage the toilet bowl or cistern.

After removing the bolts, remove the old seat. Take a moment to clean around holes in the toilet bowl. Place the new toilet seat in place, align it so that the front of the seat is even with the front of the bowl and drop in the new bolts. Many seats have large plastic nuts that are easy to grip with your fingers. Hold the nut while tightening the screw with your other hand. Tighten the screw with the screwdriver tight enough so that the seat does move. Do not over-tighten the screws or you risk damaging the seat of the bowl. If the seat shifts while seated, the seat requires additional tightening.

How to Reset A Fuse In A Circuit Breaker Unit

Sadeh Lok homes are provided with relatively modern consumer boxes (or fuses boxes as there are sometimes referred to); like the one show here.

To reset a Fuse in a Circuit Breaker Unit* is a straightforward and easy thing

to do, requiring no tools or electrical knowledge.

*A Circuit Breaker Unit (sometimes also called a miniature circuit breaker) is the modern equivalent of a fuse box. Instead of old removable style fuses, it has Miniature Circuit Breakers which are switches that can easily be reset rather than replaced, as in the case of a fuse.

If there is a power surge, faulty wiring, or a fault with an electrical appliance, the Circuit Breaker for that electrical circuit will trip, breaking the circuit and cutting off the power for that section of the electrics.

If the lights have gone down you may need a torch. Your Consumer Unit is usually near your electricity meter or in the hall or kitchen in your home. They are often higher than is easily reachable. If this is so, you will need to carefully set up a step-ladder.

Each switch in a Consumer Unit relates to a certain section (circuit) of the electrics. If one of the switches is pointing in a different direction to all of the others, push it back up to restore power to that circuit.

And that should be all it takes. However, if the fault was caused by a faulty electrical appliance, and 'earth' faults on kettles and washing machines are the most likely causes for tripping a Circuit breaker, then you will need to check each appliance.

You can do this simply by trying each appliance in turn and if the circuit breaker trips as you try a particular appliance you will have identified which appliance you need to have repaired. If you don't do this and you ask Sadeh Lok to call out an electrician, you may be recharged if it is subsequently identified that it was one of your appliances that caused the circuit breaker to keep tripping.

Always proceed with care when dealing with electrical appliances and fittings – electricity can be dangerous and if in any doubt callout a qualified electrician, don't make alterations to electrical installations yourself.