



**PROPERTY
MANAGEMENT**

Dear Tenants,

In light of the coronavirus and, ahead of preparation, we have decided to collate a list of frequently asked maintenance related questions, so that we do not need to unnecessarily attend on call outs. RNL will still be open, as far as feasibly possible but in the instance of a government lock down, we will not be able to attend the property on the basis that a lightbulb is out.

SMELLING GAS

You would need to report this to Transco in the first instance: 0800 111 999. Please also inform RNL.

We would advise you to take the following immediate action:

- Open windows and doors to get rid of gas by ventilating the rooms.
- Don't touch electrical switches - turning switches on or off can ignite escaping gas.
- Extinguish all naked flames.
- Turn off gas at the valve unless the meter is in the basement or cellar - if you smell gas there, evacuate the building.
- Don't smoke or strike matches.

CHANGING LIGHTBULBS.

To change a lightbulb, we always advise that the light is switched off (if it isn't off already). Then, allow the bulb to cool. Your bulb will either have a bayonet, screw, or push and twist fitting.

For bayonet mounts and GU10 type fittings, hold the bulb lightly but firmly and gently push upwards whilst turning it anticlockwise until it comes out of the socket.

For screw fittings, gently twist the bulb anticlockwise until it comes out.

Then, insert the replacement bulb by gently pushing the bulb into the socket and turn clockwise until you feel it lock into place.

The new lightbulb should now be working.

I have kindly attached a video on how to do this, should the above information not make written sense. <https://www.youtube.com/watch?v=JW2Br1yjwZA>



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REPRESSURISING BOILERS.

Pressures in boilers often vary however often, we advise them to be between 1.5 and 2. If the pressure is below 1.5, the boiler may need topping up. To do this, you will need to locate the filling loop - this will be underneath the boiler, where you will see copper pipes running downwards from the boiler.

There should be a bendy silver pipe (this may sometimes vary) with very small black taps at each end. Open one of the black taps fully (you may hear the sound of water which is normal). Whilst looking at the pressure gage, open the other tap slowly. This allows the water to flow through the filling loop and into the boiler. Once the needle reached 1 - 1.5 carefully turn both taps back to the closed position.

The boiler may need to be - reset or turned off and back on again for it to register the new pressure measurement.

I have kindly attached a video on how to do this, should the above information not make written sense. This video is supported by Unipol. <https://www.youtube.com/watch?v=SHupvqk27H4>

TRIPPED ELECTRICS.

Check what is not working; plug sockets, lights, appliances etc. Then, you need to check if an RCD has tripped. To do this, you need to locate your fuse box and check whether any RCD switches are in the 'down' or 'off' position. This would indicate that your electrics have tripped. If you have switched on a particular light switch/socket when the electrics tripped please go to this and turn it to the 'off' position, otherwise you will need to check around the property and ensure that any light switches/sockets are turned off.

Then, return to the fuse box and put any RCD switches back to the 'on' position. You may find that the fuse board has been labelled to advise the circuits. i.e. lights, sockets etc. You then need to go around your property turning on one light switch or socket at a time to identify what item is causing the issue. If this is an appliance and belongs to a tenant, please advise them not to use it. If this is a light switch or an appliance belonging to the landlord, please log this as a maintenance request and we will deal with this in due course.

<https://www.youtube.com/watch?v=6DSsqMRVjVw&t=87s>



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ISSUES WITH WATER

If you have no supply at all or this appears to be discoloured please contact Yorkshire Water on: 0845 124 2424.

SMOKE DETECTORS

If your fire alarm sounds, in the first instance, check that there isn't a fire within the property. Once you have established this, you will need to silence the fire alarm.

If you have a Twinflex fire alarm system with a fire control panel on the wall, please follow the instructions below:

Important:

Must be done in the below order

- PRESS ALT 5 1 4

CONTROL ENABLED LIGHT COMES ON (ORANGE)

- PRESS SILENCE ALARM 1
- SILENCE BUZZER 4
- RESENT SYSTEM 2

CONTROL ENABLED LIGHT GOES OFF AFTER A FEW SECONDS

If you have interlinked or battery powered smoke alarms, simply press and hold the button on the smoke detector until the beeping stops.

The battery may require changing. If you require assistance on how to do this, please watch the following video which I am confident will help. <https://www.youtube.com/watch?v=C9iKopZ2NeU>

If you do have any queries regarding the above, do let me know and I will be more than happy to help. We are still contactable via email and telephone, during office hours.

The RNL Team



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MANAGEMENT**

Call: 0113 322 9169

Email: info@rnlpropertymanagement.com

Visit: Victoria House, 2 Victoria Road, Hyde Park, Leeds, LS6 1AT

www.rnlpropertymanagement.com

Company Registration No: 09623877 VAT No: 221470643