



Maintenance Tips

Gas Leaks

If you smell gas or suspect a gas leak in your property:

- Put out any naked flames/gas appliances/cigarettes.
- Do not turn on any electric switches.
- Turn the gas supply off at the meter.
- Open all windows.
- **Call Scottish Gas on 0800111999**

Should you have any other queries/questions regarding any other safety/maintenance issues, please contact the Association's Maintenance Section who will be happy to offer advice.

Burst Pipes

Don't be caught out in winter by burst pipes. You can have a hassle free winter by taking a few preventative measures:

Leave a sufficient source of heating on as this will reduce the risk of burst pipes. This is vital if you are leaving your property vacant for a day or more. Find out where the stopcock is situated as this will enable you to turn off the water in the event of a burst.

Should you require assistance in locating the stopcock for your property please call Milnbank HA Maintenance Services on 0141-551-8131.

If a pipe bursts, the following measures should be followed:

- Turn off the water at the stopcock
- Turn off all central heating
- Turn off electricity at mains
- Turn on all the taps (if pipes frozen on turn on cold water taps)
- Call Milnbank Housing Association Emergency Call Out Service on 0141-551-8131 and warn any neighbours who may suffer damage from the burst.

No Power

No power usually indicates a power cut or a fault with an appliance that has been plugged in. The following steps should be taken before contacting Milnbank HA:

To restore the power supply, unplug **ALL** appliances in your property and reset the trip switch (if the switch does not reset, it indicates that there is still a socket in use – double check!).

Begin to plug all appliances back into sockets, if the power trips again, then the fault lies with the appliance that you've just plugged in.

Follow the above steps again to restore power and do not use faulty appliance. If the above steps have been carried out correctly and the power supply is **NOT** restored, there may be a fault with the internal electrical wiring, please contact Milnbank HA.

A total loss of power maybe a power cut, so check with neighbours that they have also lost power and contact Scottish Power on 0800 001 5400.

Note: If an electrician has to attend a job at the residents request and finds out the fault is with one of their appliances the resident will be charged for the cost of the call.

Smoke Detectors

All of MHA properties are fitted with at least one smoke detector which will either be battery or mains operated. PLEASE NOTE IT IS VERY IMPORTANT THAT THE BATTERIES OF THE SMOKE DETECTOR ARE NOT REMOVED. In the event of a fire in your home, the lives of you and your family may depend on the vital warning a smoke alarm gives. If you are worried or concerned that your smoke alarm is not working please contact the Association immediately.

Dampness & Condensation

The main causes of dampness and condensation are likely to be the following:

Water Penetration

Caused by water leaking in through the roof, window frames or the walls of the house; there maybe missing roof tiles, rotting window frames or faults in the cavity walls. Water penetration appears as damp patches on ceilings, below windows and/or on the internal walls – mould growth may appear and a musty smell may also be obvious. Any signs of water penetration should be reported to the Maintenance Section immediately to prevent further damage occurring.

Rising Damp

Caused by the failure of the damp-proof course; this is likely to result in a salt-like deposit appearing as a tidemark on the wall – there may be a musty smell in the room. Please contact the Maintenance section if you suspect that your home has rising damp.

Condensation

The appearance of dampness is more likely to be caused by a problem with condensation. This happens when there is too much moisture in the air, too little (or too much) heat and inadequate air flow in the room.

Condensation usually appears as damp patches and mould on surfaces, clothes and furniture with a musty smell in the room. These will be worse in cold weather.

TO HELP PREVENT CONDENSATION YOU SHOULD:

Reduce the amount of water vapour produced in the room:

- Dry clothes outdoors whenever possible.
- Make sure your tumble drier is vented to the outside
- Do not allow kettles and pans to boil longer than is necessary.
- Keep kitchen and bathroom doors closed when cooking or bathing as this will help prevent water vapour spreading to other rooms.

Keep the house warm:

- Try to leave the heating on low through the day in cold weather.
- Keep the house well ventilated.
- Open the windows a little, especially if the room is steamed up.
- If you have an extractor fan in the bathroom and/or the kitchen, use it.
- Make sure wall and window vents are kept open at all times.
- Do not put furniture hard against the wall as this prevents air from circulating.
- Open doors to ventilate cupboards and wardrobes.
- Never block up chimneys