

Practical advice for Residents

Emergency heating situation.

Loss of heating during winter months – 1st October to 31st March

* If required free standing heaters can be borrowed from the resident's lounge.

Electricity - Circuit Trips Out.

Go and check your consumer unit. (See Fig. 1 & Fig. 2 photographs)

The electricity consumer unit is located at the point where the mains electricity enters your property. The switches in your consumer unit will "trip" in the event of a problem. They are very sensitive and this can happen when a light fails or if you have a faulty appliance. These can be reset by returning the relevant tripped switch to the "on" position (switch up).



Fig. 1 Consumer Unit Exterior

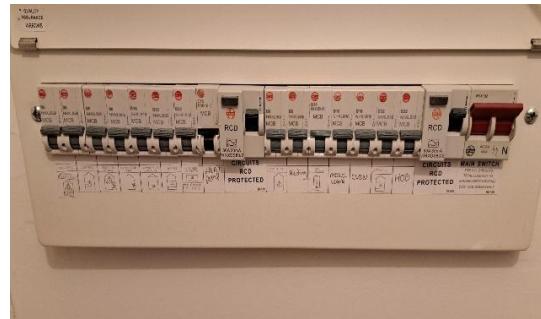


Fig. 2 Consumer Unit Interior

Electrical power supply failure – advanced warning system.

Anyone over 65 can apply for the Priority Services Register by dialling 105. This service has been set up by the network energy providers, our provider is Scottish and Southern electricity. This service identifies locations/areas where there are residents who might be potentially vulnerable to loss of power. The point of this service register, is in order for the energy providers to allocate resources effectively where necessary. To advise of advanced warning when local electrical maintenance work may be undertaken or necessary work required caused by adverse weather storms.

Once on the register, all information will be supplied by text message to your mobile.

Lighting replacements.

If you are unable to reach or change a light bulb, please ask for assistance via WhatsApp or a neighbour.

Kitchen Cooker Hood Extractor Fans.

This should be regularly checked and the filter should be replaced every 6 to 12 months depending on its usage.

Water filter cartridge.

The filter cartridge housed under the sink, should be replaced every 6 to 12 months.

The filter cartridge is a 3M AP2-C401-SG – currently priced at £26.95 from Amazon.

Monsoon air filter.

The filter should be monitored every 3 months. If the check filter light is on, then the filter needs changing. There are 2 filters and currently they are approximately £13 each.

Fire Safety.

Make sure that you check your smoke/heat detectors regularly. Every 2 months is recommended but as they are quite loud, some ear protection is advisable. If you are unable to check them yourself, please ask for assistance via WhatsApp or a neighbour.

Water supply stopcock.

Ensure you are aware of the location of your stopcock should you need to shut off your water supply. (See Fig. 3 photograph). If it has no label, it is suggested that you attach one. If you are unable to find it, please ask for assistance via WhatsApp or a neighbour.



Fig. 3 Water stopcock lever

Shower tray waste outlet filter.

The inner containers should be removed and cleaned regularly to stop a build up of clogging and subsequent drain blockage. (See Fig. 4 photograph)



Fig 4. Shower Tray Waste Outlet

Hot water cylinder.

Your hot water cylinder which stores hot water heated by your boiler, is generally located in the airing cupboard. The average reading, is just below 2 bar. (See Fig. 5 photograph). Occasional checks should be carried out to ensure the correct pressure is maintained.

If any problems arise, do not call a plumber but send a general WhatsApp message and someone with the knowledge of the problem will come and adjust it.



Going forward together.

If any resident feels that they require help to carry out any of these maintenance tasks. Please ask for assistance via WhatsApp or a kindly neighbour.