

Out of Hours Urgent Maintenance Information

If you experience an urgent maintenance issue outside of our office hours, please refer to the troubleshooting guide below before contacting us or a contractor.

No Hot Water or Heating

1. Prepayment Meter: Ensure you have sufficient credit.
2. Gas Supply: If you have a gas hob, check that it is working. If not, contact Wales and West Utilities.
3. Combi Boiler:
 - a. Check the pressure gauge. If it is below 1, use the filling loop under the boiler to top it up to between 1.5 and 2.
 - b. Turn off the filling loop taps once the pressure is correct.
 - c. For guidance, search YouTube for “How to re-pressurise my [Boiler Brand, e.g. Baxi Boiler]”.

Note: If a contractor is called and the issue is due to one of the above, the cost will be charged to you as the contract holder.



Pressure Gauge (Left) and Filling Loop (Right)

No Electric – Please check the following:

1. Prepayment Meter: Ensure you have credit.
2. Power Outages: Check the National Grid’s website for outages in your area.
3. Fuse Board:
 - a. Ensure all switches are in the “on” position. If one is down, push it back to “on”.
 - b. If a switch won’t stay on, unplug all appliances and switch off all lights. Plug in and switch on appliances one at a time to identify the cause.
 - c. If the issue is due to a personal appliance (e.g. a fridge not supplied by your landlord), it is your responsibility to address it.

Note: If a contractor is called and the issue is due to one of the above, the cost will be charged to you as the contract holder.



Fuseboard

Carbon Monoxide (CO) Alarm

If your CO alarm sounds, open all windows immediately and contact Wales and West Utilities on 0800 912 2999.

Fire Alarm Beeping Intermittently

This indicates that the backup battery needs replacing. Even if the alarm is hardwired, the backup battery is your responsibility to replace.

Blocked drains/toilet – Please check the following:

- If the drain is external, please ensure it is cleared of any rubbish or debris.
- If you have a blocked drain or toilet, please try drain unblocker and a plunger in the first instance. We would always recommend that these cost-effective measures are tried in the first instance. If a plumber is called out to remove a blockage, you will be responsible for the cost.

Emergency Contact Information

If you have an urgent issue outside of our office hours, please contact the relevant contractor directly:

- Plumbing and Gas Issues
 - A Wootton Heating – 07947 438244
- Electrical Issues
 - Wired Smart – 07885 957895
- Roofing/Building Issues
 - NCS – 07411 361774
 - Mabe's Guttering – 07842 585739
- Locksmith
 - Newport Locksmiths – 01633 258456

For non-urgent maintenance issues or general queries, please email us at lettings@bluestone-property.co.uk.