

Website – Responsive Repairs

Bdht are currently operating an emergency repairs service only. Examples of an emergency are:

- No heating
- Smell of gas, visit following Cadent
- Burst pipes and uncontrollable leaks
- Blocked drains, resulting in no toileting facilities
- Showers where only form of bathing
- Roof leaks that cannot be contained
- Boarding up windows and doors
- Breakdown of lifting equipment and stairlifts
- Fire Alarm activations
- Lock changes

Hints and Tips

What you should do if you smell gas:

DO:

- Turn off the gas at the meter
- Open all windows and doors
- Phone Cadent on 0800 111 999
- Then contact us on 0800 0850 160

DO NOT:

- Smoke
- Use matches or naked flames
- Use a mobile phone or electrical sockets

No Heating

If your heating boiler is not working then you can try a few things.

- If you are on a token meter, check that you have credit
- Check the reading on the pressure gauge. This should be around 1.5, if this is lower than this you can fill the system using the filling loop. Note you must not allow the pressure to be above 2.
- You can reset your boiler by turning it off on the controls and then switch it back on this will reset the system, or if your boiler has a button marked reset press this . This may clear the fault.

Useful hints and tips videos can be found on you tube, search for:

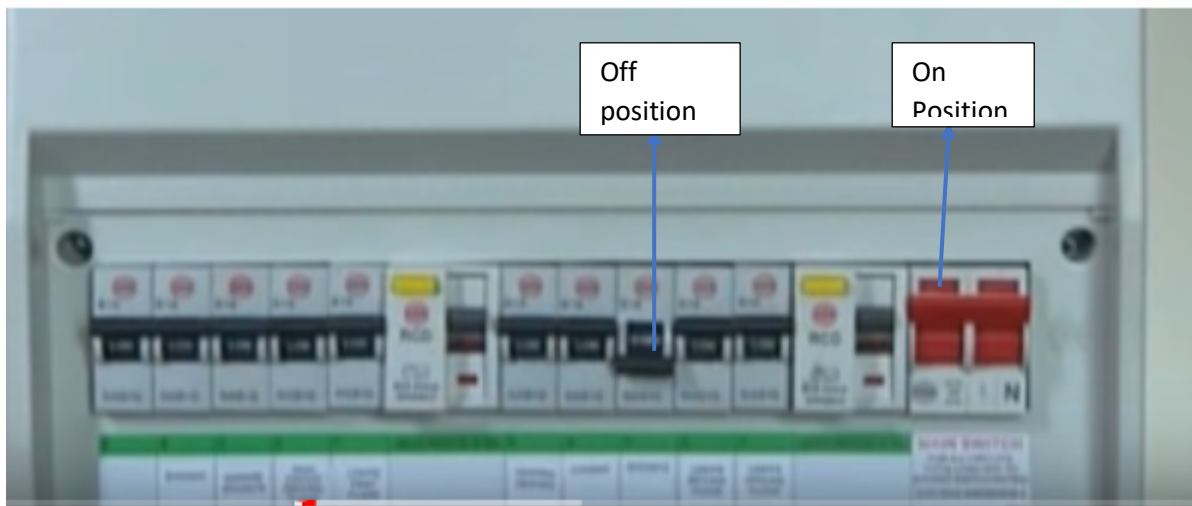
- Worcester Bosch hints and tips
- Ideal Isar fault codes

- British Gas what to do if your boiler breaks down

No electrical power at all

- Check that you have credit on your meter. If not you will need to purchase credit first
- Unplug all of your sockets, remember the fridge freezer, toaster, television etc.
- Once everything has been unplugged go to your consumer board and put each trip switch into off position, **down**, then turn each back on, into the **up** position.
- If one of the trip switches does not reset have a look at the description under the trip switch is down as this will tell you the location and check that you have unplugged everything, If you have then call bdht to attend.
- If everything resets then begin to plug in your appliances again, if the electrics trip again it will be the last appliance you plugged in and means that this is faulty and will require replacement or repair. You can reset the consumer board and leave this item unplugged until repaired or replaced.

Common faults found are due to items that get a lot of use e.g. irons, microwaves and kettles.



No Lights only

It is probably a light bulb that has blown. Reset the lighting trip switch and then move from room to room to find which bulb needs to be replaced and replace the bulb.

If all of your lights are still not working after these checks give us a call.

Blocked toilets

If you have a blocked toilet please can you check that it is not due to too much toilet paper being put down the toilet? If you use your toilet brush you may be able to free the blockage or remove the excess toilet paper. If this does not work and this is your only toilet then please give us a call.

Blocked kitchen or bathroom Sink

This is usually due to a build-up of soap, hair or food products in the pipework. To prevent your sinks from blocking do not pour fats down the sink and ensure all food waste is removed from plates and crockery,

If you do have a blockage you can use a drain un-blocker available from most supermarkets and general stores. Follow the instructions for use.

If this does not work you can undo the trap underneath the sink and clean out any blockage. Ensure you put any rubbers back in place and then reconnect the trap. Run the tap to ensure that everything is secure with no leaks and that the sink is running freely.

Overflowing Drains outside

If you have a manhole that is blocked that is in the road or your garden then this is likely to be a shared drain run with your neighbours. In the first instance please call your Utility Company Severn Trent or South Staffordshire Water. If they advise that this is not a shared drain then give us a call,

Severn Trent Water- 0800 783 4444

South Staffordshire Water – 0800 389 1011

Burst or leaking pipes that cannot be contained

If the tap is leaking from the base then look at the pipe, there may be an isolation valve that you can turn to the off position. This looks like this



Using a screwdriver or knife turn the screw to off position, this will prevent further damage, then give us a call.

If there is no way of isolating the pipe or you do not know where the leak is coming from then please turn off your water at the stop cock. This is usually located under the sink, or in your toilet or bathroom. The stop cock will normally look like this:

