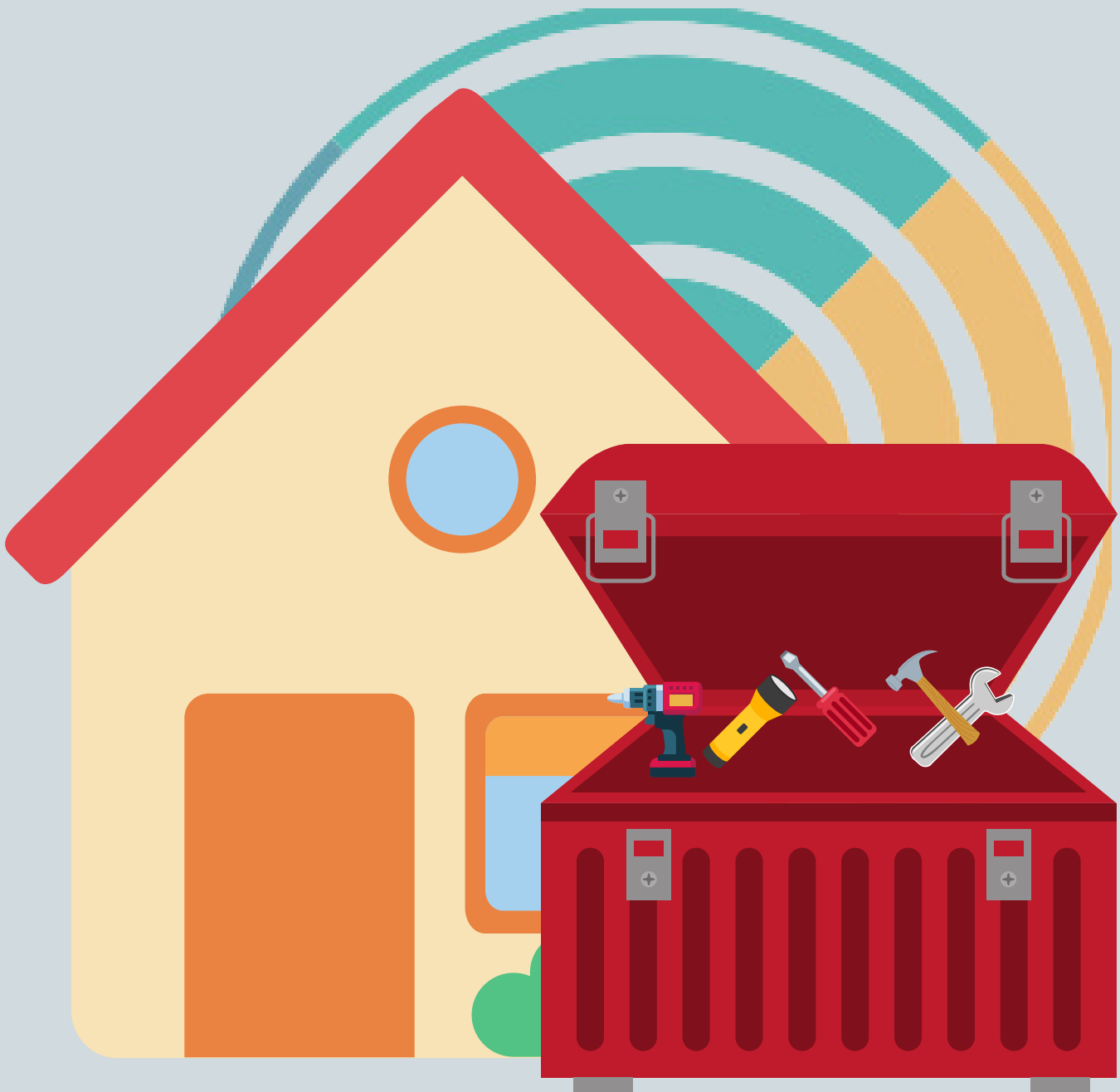
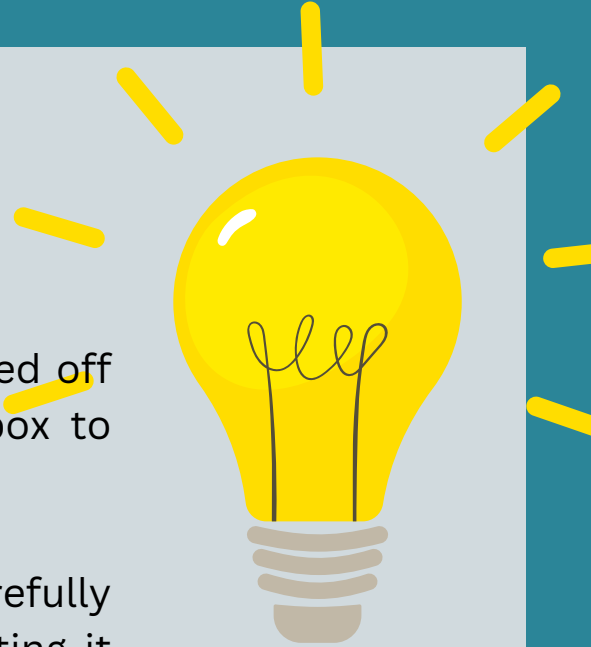


TENANT TOOLBOX

Tips for looking after yourself and
your home



How do I change a light bulb?



1. Make sure that the electricity is turned off first- just flick the switch on your fuse box to 'off'.
2. Let the bulb cool before touching it.
3. Take the bulb out of the socket and carefully fit the new one in. Depending on your fitting it might be a screw bulb, bayonet cap or a G9 or GU10 bulb. Most lightbulbs have instructions in the box if you're not sure how to fix it.
4. Once it is fitted, flick the fuse box switch back to 'on' and test your bulb.

What to do when your boiler goes off

Sometimes resetting your boiler is all it takes to get it working again.

How to reset your boiler:

1. Push the reset button for up to 10 seconds
2. Wait 2-3 minutes for the boiler to start back up
3. Repeat it twice if the first go fails
4. If it still fails to fire up on the third go, double-check the gas supply is on.

Boilers can stop working if the pressure is too low. If the pressure gauge reads below one you'll need to repressurise it. This [YouTube video](#) explains how to do this.

If resetting and repressurising the boiler doesn't work, you need to contact us to report a repair. The boiler will show a fault code on the display screen, make a note of this so you can let us know what it says.

What to do if you have damp or mould

Damp and mould are usually caused when there's too much moisture in the air. From doing normal day-to-day stuff like boiling a kettle, cooking on the hob, drying clothes indoors or having a shower.

You might see condensation on your windows in the morning, or after you've had a bath, which is all pretty normal, especially during winter. But if that moisture builds up and can't get out, over time, it can cause damp and mould.

There's lots that can be done to prevent damp and mould from appearing in your home. And if it does become a problem, there's also lots we can do to help put things right. If you see any signs of damp and mould please report it to us under 'report a repair'.



Call our out of hours number

Lastly, if you have an emergency and you are unsure on what to do give us a call on 03302020403. If it is outside of our office hours (9am-5pm) call our out of hours number 03302020403.

If you are in a crisis situation call the below;

If you are in a serious emergency call 999. If you are not and need someone to talk to or in a crisis situation call 111 or the numbers below.



Call 116 123 for free
or send an email at jo@samaritans.org.uk



Call 0300 123 3393
or send an email at info@mind.org.uk



Call 0300 304 7000
or send an email at support@sane.org.uk.