196 MACKINTOSH PLACE: GAS, ELECTRICITY, WATER

METER LOCATION & EMERGENCY CUT OFF

GAS LEAK: the meter and the isolation valve are located in the small cupboard in the hall beside the front door. If you smell gas, the gas can be turned off by pulling the metal lever down 90 degrees either way. Then call the National Gas Emergency Service 24 hours a day on 0800 111 999 and call your landlord immediately. Open windows to ventilate and do not operate light switches or start any naked flame.

WATER LEAK: the stop cock is located in the corner of the living room behind the TV. The water can be turned off by turning the tap clockwise. If you have any trouble turning this tap, there is an additional mains isolation valve located under a cover in the pavement in front of the house – you will need a flat edged screw driver or similar to lift it. In addition, most taps and showers should have individual isolation valves which can be turned off using a flat head screwdriver and turning them 90 degrees so that the slot runs perpendicular to the pipe (in line is in the on position).
IMPORTANT: Because the house is metered for water you will be paying for any ongoing leaks should they occur. Therefore you must inform me ASAP if a leak develops such as any of the taps trickling continually or a toilet trickling into the pan via its internal overflow in the event of a failing valve.

ELECTRICITY: the meter and electricity distribution board (with trip switches) are located above the downstairs middle room door. Individual circuits exist for different areas of the house e.g. upstairs lights; kitchen sockets; electric shower etc. and are clearly labelled on the consumer unit –there is a step ladder usually located in the hall under the stairs should you need to access the switches.

Tips to Operating the Electricity Distribution Board:

Some actions you can perform yourself which may save you a lot of time:

If one of the circuits trips off on its own while other areas in the house continue to work:
If there is a fault on any of the individual circuits or in an appliance plugged into one of these circuits a switch (MCB or mini circuit breaker) will flick the power off to this circuit. In this instance the best thing to do is to unplug all appliances that run off this circuit, flick the switch back to the ON position and then plug in the appliances one-by-one until the faulty appliance trips the circuit again. In this manner you can at least isolate the problem before contacting me e.g. it could be a dodgy plug on the electric toaster or a Hi-Fi. If this does not work there is probably a problem with the circuit itself and it will definitely be necessary to contact me to rectify the problem.

If several circuits are switched off by one of the 2 RCD switches (Residual Circuit Device):
This will occur if there is a leakage to earth on any circuit governed by one of the RCD switches – your distribution board has 1 zones with twin RCD switches to avoid all circuits losing power simultaneously. In the first place you can isolate where in the house this is by switching all the MCB switches governed by the RCD switch in question and then switching the RCD back to the ON position (after first switching it to the FULLY OFF position) Then switching each MCB on one-by-one until the circuit which contains the fault trips the RCD again. From this point on you can proceed to isolate which appliance on the circuit is causing the problem by following the instructions in (a) above

NOTE: Modern electricity Consumer Units are very sensitive and are commonly tripped by light bulbs blowing. In which case simply replace the light bulb and then reset the switches to the ON position – **always remember to set any RCD or main switch to FULLY OFF before switching to the ON position.**

If all of the switches are in the on position on the consumer unit, and you do not have any power, then there has either been a power failure to the area, or if all of your neighbours have power, the main fuse to the house has probably blown and in which case you will need to contact the electricity supplier or call Western Power Distribution (the company who manage the physical cable network) directly on:
0800 6783 105 for them to send out an engineer.