

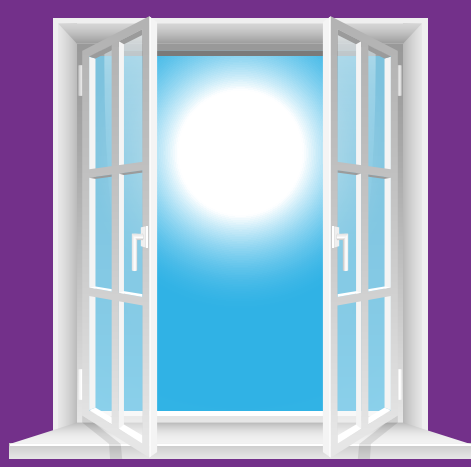
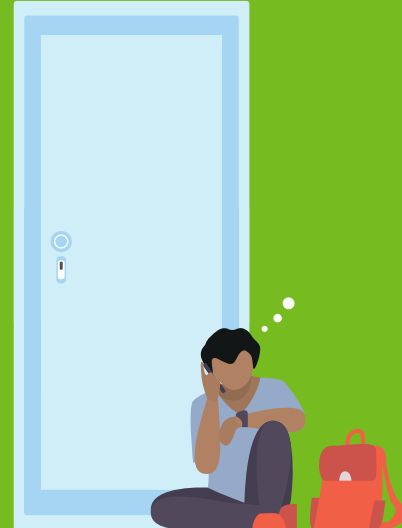
Preventing unnecessary repairs in your home – top tips



If you want to keep your home in good working order, we've put together some top tips which can help keep up the maintenance of your property and prevent some callouts being needed.

In 2020, we were called out over **400 times to respond to tenants who had lost their keys.**

Sometimes, losing your keys is just one of those things, but if you're prone to misplacing them, **leave a spare with a trusted friend or neighbour** so you can still get into your home without having to call us.



Use extractor fans, open windows and use trickle vents to keep your home well aired and reduce condensation. [There's more info on this here.](#)

Blocked sinks, toilets and drains cost us around £220k per year.

This is often caused by putting unsuitable things, such as cooking fat, down the drain. [Find out what shouldn't be poured down the sink or flushed down the toilet here](#) – you might be surprised at what can cause an issue.



Each year we spend over £300k on minor repairs to doors and windows. Regularly check that they open and close correctly and keep them well lubricated (such as using WD40) to reduce the need for repair work.

Repairing and replacing extractor fans costs us around £70k per year.

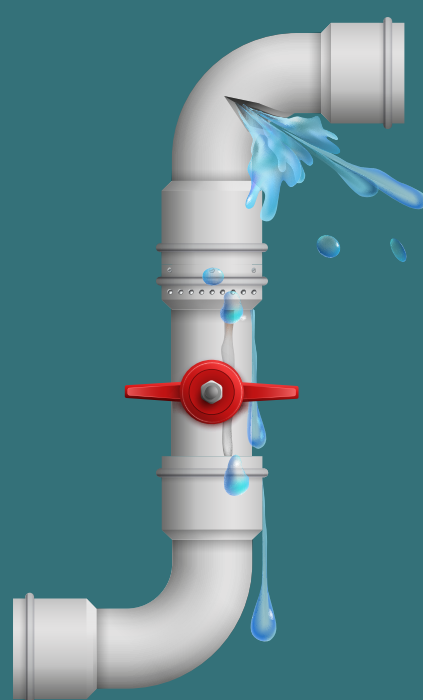
Prevent your extractor fan from breaking by regularly cleaning the cover and blades to stop a natural build up of grease and grime.



Most reports of no electricity in our neighbourhoods are due to power cuts or faulty appliances. Before you call us, check with Electricity North West to see if there's been a power cut in your area. If there hasn't, [follow our guide to check if your appliances are working properly.](#)

In 2020 we were called almost 1,500 times in response to emergency floods or burst pipes.

If this happens, do you know where your stop tap is and how to turn it off? Most stop taps are located under your kitchen sink or next to your gas/electric meter. [You also may have a Sure Stop switch.](#) It's really important that you have contents insurance to protect your belongings if this happens.



Make sure you bleed your radiators so they continue to heat up when you have your heating turned on.

If you have an appointment and can no longer make it, let us know well in advance. **Every year we attend over 3,000 failed appointments costing us approximately £70k.**

