

Maintenance tips for tenants

Maintenance tips

As an ESPC Lettings tenant, we hope that your stay with us is hassle-free. If you do encounter a maintenance problem in your property, please email lettings@espclettings.com or call 0131 253 2847.

In the event of:

Boiler breakdown

- Check your boiler is switched on (there will be a power switch on the boiler itself or on the wall near to it?)
- If you have a combi boiler, check the boiler pressure gauge. This is located on the front of the boiler and is sometimes behind a removable panel. The gauge should be between 1.0 and 1.5 bar
- If the boiler continues to lose pressure after being topped up, do not top it up again. You should call ESPC Lettings and we will organise a heating engineer to attend.

Water leaking into your property

- Speak to the occupier of the property that is leaking into yours
- Call ESPC Lettings to report the leak
- If it is outside office hours and you cannot contact anyone in the property which is causing the leak you can call the City of Edinburgh Council on 0131 200 2000. They can turn off water in an empty flat.

Water leaking from your property

- Turn off the water (it's useful to familiarise yourself with the location of the stopcock when you first move into the property)
- Call ESPC Lettings to let us know where the leak is coming from.





Burst pipes

If you are going away for a period longer than two weeks or if your pipe does burst:

- Turn off the stopcock by rotating it clockwise until it's completely closed
- Switch off your heating systems as soon as possible
- Drain excess water from the system. You do this by turning on all the taps and flushing toilets multiple times (after turning off the stopcock), until the water stops coming through
- If anything, electrical has been affected by the flood, turn off the mains electricity immediately before approaching the wet area. If the flooding's near the mains switch, then seek professional assistance and don't approach it
- Check for bulges in the ceilings of rooms beneath the burst pipe, indicating trapped water. Place a bucket underneath the bulge and puncture it to control the drain
- If the pipes require defrosting, you should seek professional advice. Don't attempt to thaw pipes with the central heating or a hairdryer as this can make things worse.

Mice

- Keep food out of reach and packed away
- If you see a mouse put down poison and/or traps as well as peppermint oil on a cotton wool ball
- Block up any obvious holes with wire wool.




Contact us

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