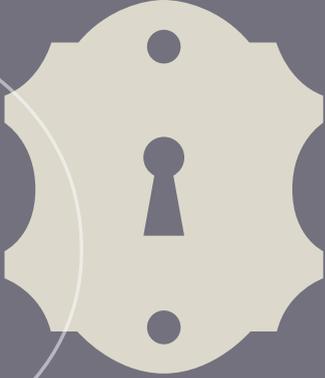


# Your dwell guide to being a tenant



*Renting*

dwell



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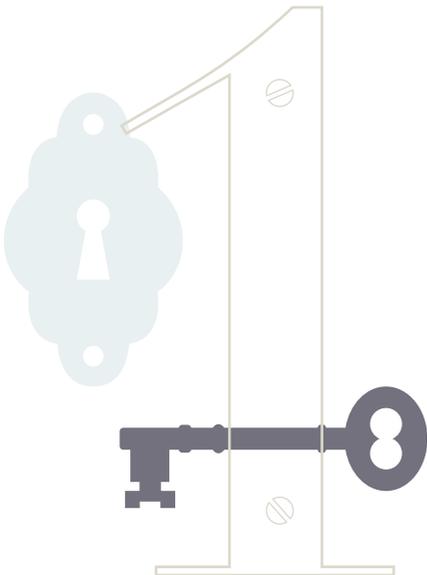
# 1. Who are Dwell?

We, Dwell, are an independent Estate and Letting Agency providing high quality services to people looking to move home, or those that own or are looking to own residential property in Leeds.

Our sole focus is the quality of service that we provide to our customers. It's pleasing then that we're one of the highest rated agents in our area. You can see what the people we have served say about us here:

[dwell-leeds.com/customer-reviews](https://dwell-leeds.com/customer-reviews)

We operate successfully in all Leeds postcodes, although we are most commonly seen in West and North Leeds.



Renting a home can be a stressful and complicated process. Our aim is to provide a range of quality homes for you to rent across Leeds and we're here to help navigate you through the process smoothly.

Once we find you the right home, we'll guide you through referencing and help set you up with utilities, rates and insurance.

We'll show you what to do when you have any problems during your tenancy. Our managed tenants will benefit from a prompt and friendly service from start to finish with excellent systems such as our online maintenance system where you can report problems or request a repair at any time. We're at the end of the phone during office hours should you have any queries, and we've got your covered with our emergency out of hour repair service, where that is required too.

We'll welcome you to your new home, then you can get on with enjoying the freedom and flexibility of this new chapter in your life!

*Our aim is to provide a range of quality homes for you to rent in Leeds*

## 2. Troubleshooting common maintenance problems

If you are reading this booklet, that means that Dwell manage your home and we're here to help throughout your tenancy. Welcome to your new home!

We've put together this section to help with common problems you might encounter. Please read this before you go further.

From time-to-time, things inevitably go wrong. Many issues can often be rectified quickly once you can identify the nature of the issue, thereby reducing any discomfort and inconvenience to you.

### Loss of power

If you lose power to lights, sockets/ appliances, or to the whole property please first check the fusebox/ RCD circuit breakers for tripped switches. Please then reset any tripped switches (in the off position) to the on position. This resolves the vast majority of problems. This is usually caused by a surge of power, by a blown light bulb, or an appliance that may have a fault. If the sockets/appliances trip repeatedly, there may be a problem with an appliance in the property.

To identify which appliance is causing the problem, turn all appliances off at the sockets then reset the trip switch to the on position. Turn each appliance on in turn until the switch trips to help to identify which appliance is causing the problem. You should note that some appliances use more power than others, particularly those that are used for heating things up such as kettles, irons, electric showers and so on. Sometimes if you have too many electrical heating appliances switched on simultaneously it can overload the circuit and trip the switch.



## No heating or hot water

If you have no heating or hot water please follow these steps.

1. Check that the boiler is turned on at the switch. Someone may have turned it off by accident. If it is off, please switch it on.
2. Check the pressure gauge. If the pressure on the boiler has dropped and is close to zero the boiler will not function and you will have no heating, hot water or both. You can top the pressure up yourself and this does not require an engineer. There is usually a 'filling loop' close to the boiler, usually beneath it.

This usually has a silver metal flexi hose with a plastic valve on it. Please check the user instructions for the boiler for more details on this. Instructions are usually left at the property and may be in a kitchen drawer for example. Failing that, you can search the web for the user guide using the make and model number of the boiler. Open the valve and you will hear water coming in to the boiler and the pressure gauge will rise. Check the user guide for the optimal pressure but this usually around 1.5 bar. Once there is sufficient pressure, the boiler should operate as normal. Please take care not to over pressurise the boiler (usually you should not go over 2 bar). Once you have followed this step you may need to reset the boiler using a reset button or switch.

3. If the above steps don't work and there is a fault code or fault light, please report the problem to us. The manual will usually explain what the fault code relates to which is useful information when reporting the issue to us. This can save the attending engineer diagnosis time.

## Leaks

Find the stop tap and turn this off to stop the supply of water to the house or appliance until the problem can be identified and repaired. The stop tap is usually (but not always) located beneath the sink, or on the mains water supply entering the property. Occasionally it may be outside the property under a grate. It is important you know where the stop tap is BEFORE there is a problem so you know how to turn it off in case of leak. Speed is vital in this situation and can save the property becoming water damaged. Please go and find the stop tap now while it's at the top of your mind! Write it down here for future reference

## Location of my stop tap:

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## Appliances not working

It is easy to think an appliance is not working when you have first moved into a property, but it is more likely that you just haven't got used to how to operate the appliance yet. Please check for instruction manuals, they can often be found in a kitchen drawer.

If instructions cannot be found then we recommend an internet search is used to download the instructions. If you do not yet have internet access, please provide us with the model number and we will search for you.



## Washing machines

If the washing machine is not working as it should be, we need to check these common problems before sending an engineer.

If these are the cause of the problem an engineer is not usually required. We don't want you to end up with a call out charge, so let's check these first.

1. Blocked filter. Sometimes a button/hair grip/coin etc can get stuck and cause the washing machine not to drain. If you need instructions on how to do this the instruction manual will be on line - just put the make and model number into an internet search engine to find the relevant instructions. Beware, water can pour out when you do this so please ensure you have a suitable covering (for example towels) to protect the floor from being damaged.

2. Drainage. Check the drain outside which the washing machine outlet goes into isn't blocked. This can cause water to back up and not drain away

3. Power. Check that the washing machine is plugged in and switched on at the socket. Check also that the socket hasn't tripped at the RCD/fusebox.

## Consumables

It is the tenant's responsibility to replace light bulbs when they blow. It is also your responsibility to check the smoke alarm detectors regularly for your own safety, and for you to replace them/the batteries as necessary.

### 3. How to request a repair

All repair requests and maintenance issues must be reported via our specialist website:

<https://dwellleeds.fixflo.com>

Please bookmark or save this web address for future reference.

Regrettably we cannot log maintenance issues via phone or email, it has to be done via the website. This will mean that issues are resolved faster and more efficiently. A login is not required, the website is easy to use and it is available in 40 languages.



**dwell**

Report repairs online:  
<https://dwellleeds.fixflo.com>

**We've made it quick and easy for you to report repairs**

Our repair reporting system is available through smartphone, tablet and computer without download.

- Faster Fixes.** Detailed reports help us fix your issues quickly and efficiently.
- Easy tracking.** You get a time and date stamped record of your repair request.
- Clearer communication.** Available in over 40 languages.

Please go to our repair reporting system now to bookmark the web page in case you need it in the future

The screenshot shows the dwell website interface with a grid of repair categories: Shower head, Toilet pan, Hot Gas?, Alarm and Smoke Detectors, Leaking pipe, No water, Electricity, and Exterior and Garden.

## 4. What to do in an emergency

### Emergencies during office hours

If you have an emergency during office hours (we're open 9am-5.30pm weekdays and 10am-3pm on Saturdays) please call us straight away on 0113 246 4860 to report the issue to us and we'll get onto it straight away.

### Out of hours emergency repairs

If you have a genuine emergency that cannot wait until our office re-opens, you must send an SMS to the following number quoting your name, the property address, and full details of the issue.

### Out of hours emergency SMS only number: 07376 249690

Please do not call this number or leave a voicemail, calls will not be returned and voicemails will not be listened to.

If you have a genuine emergency, you will receive a response to your SMS.

If it is not an emergency we will respond during office hours.

### Only the following are classed as genuine emergencies:

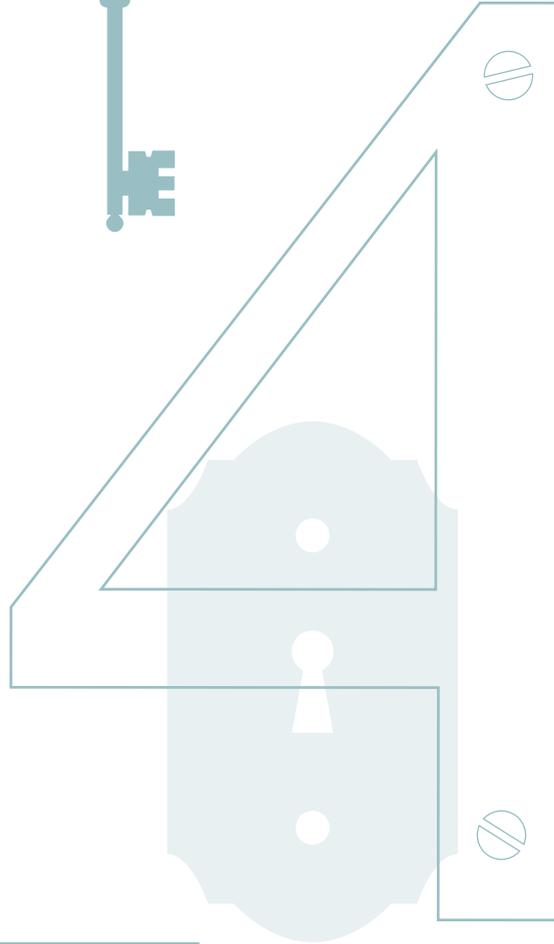
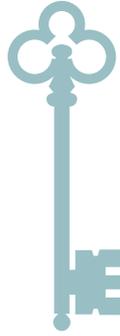
- Break in that has caused damage to windows, doors, or locks, or the security of the property
- Severe leaks causing immediate damage to the property
- Total loss of power to the property (after thoroughly checking and re-setting all of the trip switches)
- Burglar or fire alarm that is causing a disturbance and can't be switched off
- Fire – please call 999 and ask for the fire brigade in the first instance
- Smell of gas – please call Northern Gas Networks on 0800 111 999



If you have a suspected leak of gas, call Northern Gas Networks then turn off all gas and electrical appliances and open your doors and windows.

If you have a water leak, locate the stop tap and turn it off as quickly as possible to stop the supply of water.

If you have locked yourself out or lost your keys, you should contact a locksmith directly. You will need to pay the locksmith for any work they carry out in this situation. If you have had to change a lock, you will need to provide us with a new spare key as soon as possible.



PLEASE  
RING



## 5. Get in touch

### Opening Hours

We're open Monday-Friday from 9am-5.30pm and on Saturdays from 10am-3pm.

### By phone

Office

0113 246 4860

Property Management

0113 246 4852

Lettings

0113 246 4853

Accounts

0113 246 4855

### Email

[info@dwel-leeds.com](mailto:info@dwel-leeds.com)

### Report a maintenance issue

All maintenance issues should be reported via our specialist online system at:

<https://dwel-leeds.fixflo.com>





**Dwell Leeds**  
**Estate & Letting Agents**

5/6 St Chad's Parade, Otley Road,  
Far Headingley, Leeds. LS16 5JH  
Phone 0113 246 4860  
[www.dwell-leeds.com](http://www.dwell-leeds.com)  
Email [info@dwell-leeds.com](mailto:info@dwell-leeds.com)



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