

# **Handy Hints for householders** The 'must have' handbook for the home

Handy Hints is a problem solving guide for every resident, tenant or leaseholder, young or old.

Many residents would sort out more minor repairs in their homes themselves if they could be confident about what to do. The Handy Hints booklet provides a simple and effective way to show residents how they can resolve some of these minor issues themselves, thereby reducing the potential of additional costs to landlords.

Easy to follow and written in jargon-free language, Handy Hints saves time, money and hassle when minor problems arise. It will especially help residents with tasks that are often their responsibility, with clear instructions to guide them as they carry out the job.

### Handy Hints covers everyday tasks such as:

- clearing blocked wastepipes
- resetting trip switches
- adjusting heating controls
- testing a smoke alarm.

#### It also gives guidance on:

- effective use of heating dealing with condensation
- putting up shelves
- the basics of decorating.

# Clearing a blocked basin or sink







You need

Plunger

Unblocking a basin or sink Remove as much of the water as you can. Nethod the rag lightly over the overflow opening to seal it.

- 4. Pump the plunger up and down rapidly but always keep the head of the plunger in contact with the basin over the plughole. The should clear the blockage sufficiently to allow water to drain away. To finish, clean out the trap.

# Cleaning the trap

- Place a powr undernesur me trap.
   Indexew the joints and remove the trap. Don't lose the seal rings. Place a bowl underneath the trap. Character the joins and remove the trap. Whit lose the seating.
   Remember, do not use the taps or pour water into the sink whilst the trap is removed.

# **Handy Hints** for Householders

Guidance on how to do some basic tasks around the home

"This book's great. I'm not into DIY, but now, at least I can do some basic things about the home and I don't have to wait around for someone else"

Tenant



Handy Hints sets out to inform and instruct. It doesn't get into anything too complicated. It gives residents the opportunity to sort things out for themselves, rather than having to get others to do it. It sticks to the essentials; there are no long explanations to work through and everything is laid out to make it easy to follow.

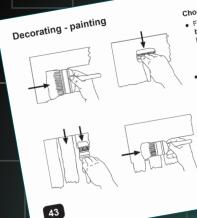
### Each sections provides:

- a list of the tools and the parts needed
- simple step-by-step instructions to carry out the task
- clear illustrations to help identify parts.

Providing residents with the Handy Hints booklet helps to promote a greater sense of shared responsibility between resident and landlord.

Encouraging residents to carry out tasks for themselves and helping them to take care of their homes, can reduce the burden on both your contact centre and the repairs service.

Most importantly, Handy Hints helps to foster the feeling of self-reliance and confidence amongst residents.



Choosing paint and brushes

- For walls, you need a water-based paint (emulsion) and based paint (emulsion) and brushes or you might use a right paint (emulsion paint is available in either a matt (non-shiny) finis a silk/sheen (shiny) finish. a silk/sheen (shiny) finish.
- For bathrooms and kitchens For bathrooms and kitchens where there is a lot of steam wiled alone is a lot of steam can get special paints that yo can wipe down.
  - can wipe down.

    For woodwork (for example window cills or skirting), you's need an oil-based paint. You also need a primer paint if the wood is new or repaired.
    - Always follow the instruction the tin of paint.

You need



- White spirit

What to do

- 1. Check on the tin of paint to see whether you need to stir the pot before you start. If you are using a roller you need to fill the deeper end of the paint tray with paint, the deeper end of the paint tray with paint.

  2. Discours book or coller into the paint. Pon't try to hold too.
- the deeper end of the paint tray with paint.

  2. Dip your brush or roller into the paint. Don't try to hold too
  which paint on it or it will drip everywhere. You can use the
  shallow part of the tray to spread the paint evenly on the roller.

  3. Apply paint evenly with strokes that uset overlain. Work the snailow part of the tray to spread the paint evenly on the roller.

  3. Apply paint evenly with strokes that just overlap. Work the strokes from side to side first, then up and down. If you use a roller you may need to use a brush to get a clean finish at the edges and corners.
  - the edges and corners.

    4. Do one covering and let it dry completely. It will look different when dry, if necessary go over it again to get an even finish.

  - Witer up. It helessary go over it again to get all ever it inset.

    5. Clean brushes carefully so you can use them again. There are usually instructions on the tin of paint you have used.
  - are usually instructions on the tin of paint you have used.

    5. Do not close windows or doors, re-attach handles, put furniture back in place, or re-hang curtains until the furniture back in place, or re-hang curtains until the paint is completely dry. Oil-based paints take quite a long time to dry.



### About Omfax

Omfax Systems is a leading provider of information solutions for customer services. We offer a portfolio of innovative products and services that bring unrivalled clarity, consistency and efficiency to communication with customers.

Our clients are progressive and forward thinking, and choose Omfax because of our in-depth knowledge of customer contact services and our ability to implement solutions to improve and enhance customer service.

We have worked extensively with housing associations, local authorities and facilities contractors, as well as with a range of other organisations and agencies, such as schools, colleges and health care trusts.



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