

Service category	Fault
Alarms	Alarms and Smoke Detectors > Property alarm > Property alarm does not turn off (constantly sounds)
Plumbing	Bathroom and Toilet > Basin > Between basin and wall > Water leaking between basin and wall
Plumbing	Bathroom and Toilet > Basin > Pipe leaking > Other
Plumbing	Bathroom and Toilet > Basin > Pipe leaking > Pipe leaking and basin is on brackets
Plumbing	Bathroom and Toilet > Basin > Pipe leaking > Pipe leaking behind a pedestal
Plumbing	Bathroom and Toilet > Bath > Between bath and wall > Water leaking between bath and wall
Plumbing	Bathroom and Toilet > Bath > Pipes > Pipe leaking
Plumbing	Bathroom and Toilet > Electric Shower > No hot water
Plumbing	Bathroom and Toilet > Electric Shower > Not working at all
Plumbing	Bathroom and Toilet > Shower > No water > No cold water from shower
Plumbing	Bathroom and Toilet > Shower > No water > No hot water from shower
Plumbing	Bathroom and Toilet > Shower > No water > No water at all from shower
Plumbing	Bathroom and Toilet > Shower > No water > Other
Plumbing	Bathroom and Toilet > WC/Toilet > Cistern > Cistern constantly flowing
Plumbing	Bathroom and Toilet > WC/Toilet > Cistern > Cistern not filling with water
Plumbing	Bathroom and Toilet > WC/Toilet > Cistern > Cistern not flushing
Plumbing	Bathroom and Toilet > WC/Toilet > Cistern > Cistern overflowing
Plumbing	Bathroom and Toilet > WC/Toilet > Cistern > Major leak that cannot be stopped
Plumbing	Bathroom and Toilet > WC/Toilet > Macerator > Macerator broken > Other
Plumbing	Bathroom and Toilet > WC/Toilet > Pipes > Toilet blocked
Heating	Communal/Shared Facilities > Shared Heating/Hot Water > Other
Heating	Communal/Shared Facilities > Shared Heating/Hot Water > Shared boiler that provides hot water to your property not working
Electrical	Electricity > No power > In a room
Electrical	Electricity > No power > Other
Electrical	Electricity > No power > Throughout property
Electrical	Electricity > Trip switch > Master switch
Electrical	Electricity > Trip switch > Other
Electrical	Electricity > Trip switch > Single switch
Drainage	Exterior and Garden > In Garden > Manholes > Manhole overflowing
Drainage	Exterior and Garden > On Property > Soil pipe > Soil pipe leaking
Plumbing	Heating and boiler > Electric Boiler or Heater > Electric Boiler > Boiler leaking
Plumbing	Heating and boiler > Electric Boiler or Heater > Electric Boiler > Boiler not working
Electrical	Heating and boiler > Electric Boiler or Heater > Electric Boiler > Other
Electrical	Heating and boiler > Electric Boiler or Heater > Electric Heater > Electric heater not working
Electrical	Heating and boiler > Electric Boiler or Heater > Electric Heater > Other

Gas	Heating and boiler > Gas Boiler or Heater > Gas Boiler > Boiler leaking
Gas	Heating and boiler > Gas Boiler or Heater > Gas Boiler > Boiler not working
Gas	Heating and boiler > Gas Boiler or Heater > Gas Boiler > Boiler pressure low
Heating	Heating and boiler > Heating Controls > Heating programmer not working
Heating	Heating and boiler > Heating Controls > Room thermostat not working
Oil	Heating and boiler > Oil Boiler or Heater > Oil heater/boiler leaking
Oil	Heating and boiler > Oil Boiler or Heater > Oil heater/boiler not working
Heating	Heating and boiler > Radiator > No heating but hot water working
Heating	Heating and boiler > Radiator > No heating or hot water
Heating	Heating and boiler > Radiator > Radiator leaking
Heating	Heating and boiler > Radiator > Radiator valve leaking
Gas	Heating and boiler > Shared Heating > Heating from Shared Boiler Not Working
Gas	Heating and boiler > Under-floor heating > Leak
Gas	Heating and boiler > Under-floor heating > No heat
Plumbing	Hot Water > Immersion heater > Cylinder leaking
Plumbing	Hot Water > Immersion heater > No hot water
Electrical	Hot Water > Water heated by electricity > No hot water > I do not have electricity
Electrical	Hot Water > Water heated by electricity > No hot water > I have electricity
Plumbing	Hot Water > Water heated by electricity > No hot water > Other
Gas	Hot Water > Water heated by gas > No hot water > Back boiler
Gas	Hot Water > Water heated by gas > No hot water > Combination boiler
Gas	Hot Water > Water heated by gas > No hot water > Gas water heater
Gas	Hot Water > Water heated by gas > No hot water > I do not know what type of boiler I have
Plumbing	Hot Water > Water heated by gas > No hot water > Immersion heater
Gas	Hot Water > Water heated by gas > No hot water > Other
Gas	Hot Water > Water heated by gas > No hot water > Standard boiler
Appliances	Kitchen > Appliances > Freezer > Freezer does not turn on
Appliances	Kitchen > Appliances > Fridge > Fridge does not turn on
Plumbing	Kitchen > Sinks and Taps > Leaks or blockages > Pipe leaking under sink
Plumbing	Kitchen > Sinks and Taps > Sink > Water leaking between sink and wall
Gas	Smell Gas? > Smell Gas
Oil	Smell Oil? > Smell Oil
Plumbing	Water and Leaks > Leak > Other
Plumbing	Water and Leaks > Leak > Water leak within property
Plumbing	Water and Leaks > Other > Other
Plumbing	Water and Leaks > Water > Limited or no running water

Plumbing

Water and Leaks > Water > Other

Plumbing

Internal floors, walls and ceilings > Ceiling > Damp patches appearing > You think that it is related to a leak

Plumbing

Internal floors, walls and ceilings > Walls > Damp patches appearing > Above ground floor level and you think that it is related to a leak