



**Live Collective**  
The Co-Sharing Specialists

**The Collective  
Common Issues  
Guide**



# What are the Common Issues You Might Experience?

- Tripped switches and loss of lighting or appliance power
- Blocked sinks
- Loss of Wi-Fi signal
- Appliance not working properly
- TV not loading Freeview
- Lost Keys
- Damp

Here is a list of the things you need to do before you call the help line number

## Tripped Switches

Here is everything you need to know about how to get your lights /appliances back on.

1. The consumer units are usually located nearby or inside a hallway cupboard, in a shed area or under the stairs.
2. If there is a loss of power to the lights and / or appliances, it may be because of a tripped switch
3. Trips can be caused by faulty plugs or devices that have faulty plugs in any of the rooms, including people's bedrooms.

## What we expect you to do?

In the event of a tripped switch follow these steps:

1. Ask everyone in the house to turn off all plugs and disconnect all devices in their room.
2. Go back to consumer unit and flick any switches in a downward position to an upward position
3. If step 2 works then there is an intermittent fault with one of the devices in one of the rooms and you will need to work together to figure out which is the faulty device.
4. In the event you have followed steps 1-3 and there is still tripping we will send out an electrician to investigate, please call the help line number.
5. If steps 1 - 4 are not followed and it is proved to be a faulty device of a tenant there may be a charge applied for the cost of the electrician's services.

## What we will do

We carry out electrical safety tests on all electrics and a PAT (portable appliance test) at regular intervals, therefore, it is more often a fault with a device than a fault with the electrical circuits. Faults with electrical circuits are rare (although they can happen) and if this is the case the electrician will locate and fix the fault.

## What to do if your sink is blocked

Blocked sinks can be common problems, we provide you with sink un-blocker as part of the Collective Club Delivery so please follow these steps:

1. Remove the plug



2. Empty out the water in the affected sink or wait for it to drain away
3. Pour sink un-blocker down the sink hole
4. Wait 5 minutes and then pour boiling water from the kettle down the sink hole
5. This should clear it
6. If the blockage does not clear after following these steps, contact us on the help line number 07942 113360

### What to do if your Wi-Fi stops working

The Wi-Fi signal will drop at times, this is very common, if you are finding problems with the signal follow these steps:

1. Switch off the main router at the plug
2. Switch off the booster if you have one at the plug
3. Restart the main router after 5 minutes
4. Restart the booster after 5 minutes
5. Restart the connected devices in order for them to reconnect to the router/booster properly
6. If the problem is not resolved, then please request a Virgin Media / Utility Warehouse Fault Support email from Michelle and she will send you the details you need to log the technical issue with the supplier direct. This email will have everything you need to get you through security, if you are unable to do so, please call the help line number 07942 113360 but only if you cannot pass through security.
7. Please note that if you request an engineer to come out when there is no fault detected with the broadband or router this may incur a charge. This charge will be payable by the tenants if they insist on a service check appointment without due cause.

### What to do if there are problems with an appliance

Please consult your welcome booklet for the relevant manual, there should be a trouble shooting section in the manual to help you. Your welcome booklet was emailed to you when you moved in. If the fault is not fixed by the manual, then please fill in a 'Get it Fixed' Form and we will schedule Domestic and General to fix the appliance as soon as possible (within the time frames listed in the 'Get it Fixed' policy).

### What to do if the TV doesn't work

You will need to reprogramme Freeview, these are the steps to follow:

### What to do if you spot damp

Request a copy of the mould and damp support document from [Michelle@livecollective.co.uk](mailto:Michelle@livecollective.co.uk) and follow the recommendations. If, after following the recommendations for 4 weeks, the damp doesn't improve call or text the help line number 07942 113360.

### What to do if you lose your keys

1. Call or text the help line number 07942 113360 and let us know.



2. We will give you access to the emergency key safe
3. You will be able to use the emergency keys until you get replacements
4. We will replace your keys at a cost of £25
5. Once you have your replacement keys, return the emergency keys
6. Failure to replace emergency keys will result in further key charges.
7. All key fees will need paying within 5 working days of receipt





# Live Collective

The Co-Sharing Specialists

**Live Collective (part of Davis Property Limited)**

2 Shaftesbury Place, Binfield, Berkshire, UK

(Company No 09755434)

07942 113360

[info@livecollective.co.uk](mailto:info@livecollective.co.uk)

[www.livecollective.co.uk](http://www.livecollective.co.uk)

