



BUCKLEY HALL

Heating and Hot water Issue Resolution Process Flow

All Maintenance Issues should be reported using the Buckley Hall Webpage and listed as Plumbing.

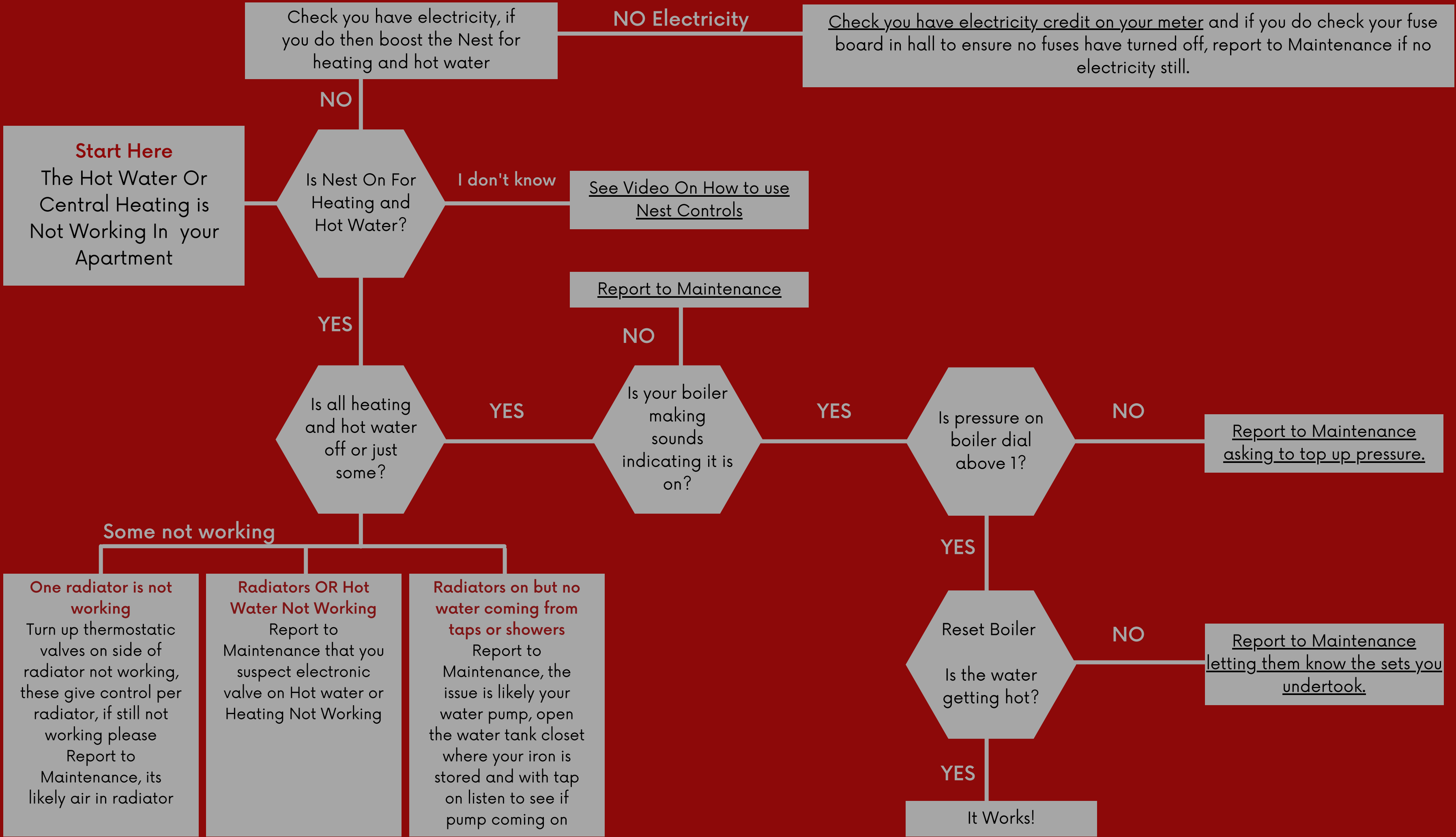
The vast majority of issues relate to credit on gas meter expiring and needing to be topped up and boiler reset. Please see our webpage under [Frequently Asked Questions](#) and also [Downloads and Links](#) on dealing with maintenance Issues.

Remember if your gas boiler is not working you can also boost your hot water also with your electric immersion, the switch is beside the Nest control.

The Buckley Hall Management Team

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Check you have electricity, if you do then boost the Nest for heating and hot water

NO Electricity

Check you have electricity credit on your meter and if you do check your fuse board in hall to ensure no fuses have turned off, report to Maintenance if no electricity still.

Start Here
The Hot Water Or Central Heating is Not Working In your Apartment

Is Nest On For Heating and Hot Water?

NO

I don't know

See Video On How to use Nest Controls

YES

Is all heating and hot water off or just some?

YES

NO

Report to Maintenance

Is your boiler making sounds indicating it is on?

YES

Is pressure on boiler dial above 1?

NO

Report to Maintenance asking to top up pressure.

YES

Reset Boiler
Is the water getting hot?

NO

Report to Maintenance letting them know the sets you undertook.

YES

It Works!

Some not working

One radiator is not working
Turn up thermostatic valves on side of radiator not working, these give control per radiator, if still not working please Report to Maintenance, its likely air in radiator

Radiators OR Hot Water Not Working
Report to Maintenance that you suspect electronic valve on Hot water or Heating Not Working

Radiators on but no water coming from taps or showers
Report to Maintenance, the issue is likely your water pump, open the water tank closet where your iron is stored and with tap on listen to see if pump coming on