

Post summer repairs guide



After a hot summer, and with more warm weather set for September, you might notice parts of your home are behaving differently. This is completely normal as materials expand and contract with the changing temperatures.

This guide explains what's normal, what you can do to help, and when it's time to contact RHP.



Damp, condensation & mould

- ▶ **What's normal:** warm weather can reduce condensation, but humidity can still cause issues.
- ▶ **What you can do:** keep windows open, use extractor fans regularly, and wipe moisture from surfaces.
- ▶ **Contact RHP if:** damp patches appear, mould returns after cleaning, or there is a leak causing moisture.

Boilers & heating

- ▶ **What's normal:** boilers switching off due to low summer demand, hot water taking slightly longer to heat, and radiators feeling warm if the system cycles briefly.
- ▶ **Contact RHP if:** you have no hot water, or the boiler shows an error code. If you smell gas, call **0800 111 999** immediately.

Bathrooms and kitchens

- ▶ **What's normal:** toilet flushes becoming loose or sticking, shower hoses leaking or spraying, taps dripping after heavy use, and kitchen cupboard doors loosening.
- ▶ **What you can do:** check for simple blockages, tighten loose screws if it's safe to do so, and avoid over-tightening taps.
- ▶ **Contact RHP if:** water is leaking continuously, the toilet can't flush at all, or fixtures break or detach.

Sticky doors and windows

- ▶ **What's normal:** timber expands in the heat and humidity, which can make doors and windows feel tight, stubborn, or difficult to close properly. Gates can also become misaligned.
- ▶ **What you can do:** try gently lifting the door as you close it, and opening windows and doors during the cooler parts of the morning, to let them settle. WD-40 on hinges and latches can help.
- ▶ **Contact RHP if:** a door or window won't open or close at all, or it affects fire safety.

Electrical issues

- ▶ **What's normal:** your RCD (Residual Current Device) may trip after heavy appliance use, and outdoor sockets may be more sensitive.
- ▶ **What you can do:** reset the RCD at your consumer unit, unplug appliances and try again.
- ▶ **Contact RHP if:** the RCD will not reset, or if you smell burning/see sparks.

Extractor fans & ventilation

- ▶ **What's normal:** in summer, extractor fans often work harder and may sound louder. The fan may run for longer than usual, or you might notice increased airflow or vibration.
- ▶ **What you can do:** keep bathroom and kitchen doors open after use and allow the fan to run its full cycle. If it's safe to do so, clean dust from the outer cover.
- ▶ **Contact RHP if:** the fan stops working completely, or if there's a burning smell or visible damage.

Tiny cracks in walls and plaster

- ▶ **What's normal:** as the weather shifts and buildings dry out, minor hairline cracks can sometimes appear in plaster or along wall joints. These are usually purely cosmetic.
- ▶ **What you can do:** keep an eye on them over the next few weeks. Most minor cracks can easily be filled and painted over during your next routine room refresh.
- ▶ **Contact RHP if:** you notice deep, widening cracks (wider than a £1 coin), or if doors and windows are sticking because of structural shifting in the walls.

Gutter and drainage

- ▶ **What's normal:** smelly kitchen or bathroom drains, slow drainage after heavy summer storms, and outdoor gullies filling with leaves or debris.
- ▶ **What you can do:** if it's safe to do so from ground level, check that your gutters and downpipes are clear of loose debris so water can flow freely during autumn showers. Pour hot water down sinks to clear grease, and use a mild household drain cleaner.
- ▶ **Contact RHP if:** water backs up into your home or drains overflow repeatedly.



Gardens, fencing and outdoor areas

- ▶ **What's normal:** fences leaning slightly after dry weather, gates swelling or sticking, sheds shifting or doors misaligning, external taps dripping, and bin store smells increasing in hot weather.
- ▶ **What you can do:** keep gates closed to reduce movement, avoid forcing swollen timber, and rinse bin areas with water.
- ▶ **Contact RHP if:** fencing is unsafe or broken, gates can't be secured, sheds pose a safety risk, or external taps leak continuously.

Pests & wildlife

- ▶ **What's normal:** summer brings increased activity from ants, wasps, bees, foxes, and rodents.
- ▶ **What you can do:** keep food sealed and use safe household pest treatments.
- ▶ **Contact RHP if:** pests are inside your home.

We're here to help

You can request and track repairs at any time, on any device through our Customer Portal at <https://portal.rhp.org.uk/>. It features 'how-to' videos for common repairs that are your responsibility.

- ▶ You can also request a repair by calling **0800 032 2433**, 8am – 5pm on weekdays.

You should always call us in these situations:

- ▶ Reporting an emergency repair (lines are open 24/7).
- ▶ Gas, heating, and hot water issues.
- ▶ Serious damp and mould issues.
- ▶ Updates on repairs you've already told us about.

