

EMERGENCY CONTACTS

If you have an emergency outside normal office hours, we hope this guide will be of use to you. However, these services are to be used in an **emergency** only. If a tradesman is called out to a job that could have been attended to in office hours, the tenant may be liable for part of, or the entire bill.

Emergencies

An event which puts you or the property in danger of harm or seriously hinders your ability to inhabit the property. That which under no circumstances could wait 2/3 days until Albany Lettings reopened.

- ✍ Examples of emergency situations: Loss of heating during holidays (e.g. Christmas), water and gas leaks, loss of power.
- ✍ Examples of non-emergencies: Appliance failure, dripping taps, broken furniture

Please use a degree of common sense in determining what can be classed as an emergency.

The web site **www.diyfixit.co.uk** has some great easy to follow advice on changing fuses and other simple tasks.

Gas leak

If you smell gas you must contact Transco immediately. This service is free and they will have an engineer with you as soon as possible. **0800 111 999 - Transco** - or see the Scotia Gas Networks website for list of dos and don'ts if smell gas **www.sgn.co.uk** (contact us, emergencies)

Loss of Power

If your property has a loss of electricity supply firstly check all fuses/circuit breakers to make sure they are operational and check with your neighbours to see if they have the same problem - stair lighting may be on an emergency circuit. If so then contact your distributor - **Scottish Power (0845 2727 999) or Scottish Hydro (0800 300 999)**. You can determine this by locating the MPAN number on your electricity bill - if it starts 17 then the distributor is Scottish Hydro; 18 for Scottish Power. It will be one or the other - if you are not sure, call both.

The web site **www.diyfixit.co.uk** has some great easy to follow advice on changing fuses and other simple tasks.

Plumbing emergencies

If your property is badly leaking into another you must try and turn off your water supply (in tenement flats, the water stopcock can often be located out in the main stairwell). If you have a burst pipe or any other event that could be considered an emergency (i.e. either you or the fabric of the property is at risk) then contact our emergency plumber - **Triple Point 0800 037 6525** - please note a dripping tap does not qualify as an emergency and Triple Point have been advised not to attend unless your problem constitutes an emergency.

Water leaking into your property?

In the event of a serious leak from an adjoining property, you must make every attempt to contact the householder, ensuring that they attend to the leak promptly and turn off the water supply if necessary. If a property is vacant, or the householder is refusing to take action contact Environmental and Consumer Services - they can force entry and turn off the water supply if deemed necessary.

0131 529 3030 Environmental Health

Anti-social Behaviour

If you are experiencing problems of this nature then please contact Environmental and Consumer Services -

0131 529 3030

Heating breakdowns

Our gas engineers, Contract Heating, are open on a Saturday morning - 0131 458 3377. They will probably already have details for your boiler and may even be able to talk you through simple repairs such as topping up the pressure or re-igniting a pilot light. Later on Saturdays or on Sundays call their emergency number 07515 061 803 and leave a message - someone will get back to you within 24 hours. If your boiler/heating system is leaking, see the details above for our emergency plumber.

0131 458 3377 Contract Heating. 07515 061 803 Emergency call out.

Triple Point 0800 037 6525 are also gas engineers and will be able to help you if Contract Heating are unavailable.

Heating/Pumping Cover

You will have been instructed when you moved in whether or not your property is covered by a Scottish Gas, Nationwide or Contract Heating service contract. This can cover anything from just central heating repairs to all plumbing and electrical works, depending on the level of cover the landlord has taken out.

Locked out?

If you lose your keys while our office is closed then you may call our locksmith **ASAP** on **07939 582 395** at your own expense.

Police

St Leonards Police station:
0131 662-5000