

albanylettings

-EMERGENCY INFORMATION-

If you have an urgent maintenance request it must still be submitted via the maintenance section on the website. Following this please, contact the relevant emergency contractor (see below);

<https://albanylettings.com/report-a-repair/>

Emergency Situations & Use Of Emergency Number

Burst Pipe & Water Leaks:

If the water leak cannot be contained and/or is damaging the property, then you must report it. If the water is penetrating into an electrical fitting it is classified as an emergency. In the case of a water leak, you must turn off the water supply immediately using the stopcock (the stopcock is usually turned clockwise to stop the flow of water).

The stopcock in a property can typically be located:

- Underneath the kitchen sink
- In an airing cupboard
- In the basement
- Under the floorboards by the front door

If the source of the water leak is coming from a neighbouring property, you must try to contact the occupant of that property immediately.

Fuse Blown - It is the tenants responsibility to change fuses

Gas leak - Immediately evacuate the property and phone the 24-hour Scottish Gas Emergency Service on 0800 111 999

Heating/ Boiler issues:

You can perform the following checks on your boiler before reporting an issue:

- Ensure that the electricity and boiler are turned on
- If applicable, make sure there is credit on the meter
- Check the thermostat is not turned down to a lower heat setting
- Try to reset the boiler by pressing the 'reset' button (consult your boiler manual for specific guidance)
- Check the boiler pressure (please refer to your boiler manual or research the make & model to find out what the correct pressure should be and how to re-pressurise your boiler)

<https://www.yourrepair.co.uk/blog/how-to-re-pressurise-your-boiler>

Lost Keys - These are your responsibility, and you must wait until the office opens again or consult a locksmith at your own cost.

PLEASE NOTE: If you call the out-of-hour emergency contractors and it is deemed as not being an emergency, we will not get back to you. If we do send a supplier out and it is found not to be an emergency this would be a charge to you as the tenant.

Electrician: Neil Donald - 07886 952 578

Locksmith: Red Circle Locks - 07759 422 566

Gas/heating/plumbing:

Celsius Plumbing- 0131 258 0848 (option 2)

Alexander Ritchie Plumbing - 07813 617 552