

## Emergency Contact Information

This guide is to help you in the event of an emergency that occurs outside normal working hours and if you haven't been able to get hold of us. The numbers provided are either for our preferred contractor or for national assistance – they should only be used in the event of a genuine emergency and if a call out is made for an issue which could easily have waited until the next working day or which does not constitute an emergency then you may be liable for all or part of the tradesman's charge. Please only use alternative contractors where you have tried but not been able to make contact with our preferred supplier.

## Emergencies

An emergency is classed as an event which puts you or the property in immediate danger or which would otherwise prevent you from inhabiting the property; something which under normal circumstances could not wait until the next working day until Property First reopened or were contactable. We will do our best to respond to messages concerning emergencies as quickly as possible but please use common sense when determining what can be classed as such

Examples of emergency situations: complete loss of heating, a loss of water preventing use of the toilet, uncontrollable water leaks or pipework blockages, gas leak or loss of electrical power

Here are some examples of non-emergencies: household appliance faults, faulty furniture such as a broken bed, dripping taps or pipes which are easily contained and not causing damage.

The web site <https://www.wikihow.com> has some great easy to follow advice on topping up boiler pressure, bleeding radiators, Hoover maintenance and other simple tasks.

## Plumbing

Plumbing emergencies fall under two categories – water leaking from your property or water leaking into you from another property

**Water leaking FROM your property:** in the first instance you should take all reasonable steps to prevent further damage to the property or properties below. This would include locating the water stopcock (see your inventory) and isolating the supply (in tenement flats, the water stopcock can often be located out in the main stairwell). Once you have isolated the water supply or if you are unable to locate the stopcock please call our emergency plumber who will attend. Note it is not always possible for our emergency plumber to carry out a full repair there and then – their priority will be to make you and the property safe.

**Vital Gas Services Ltd (Plumbing and Heating) – 07956 074501**

NOTE: our plumbers will not attend if the call out is not classed as an emergency, i.e. a dripping tap.

**Water leaking INTO your property:** you should make every effort to make contact with the occupant of the property above you (remember the leak may be coming from two or even three flats above) and urge them to isolate their water supply and attend to the leak. If you know that the property above is vacant or if the occupant refuses to cooperate then you can call Environmental and Consumer Services who can force entry

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 who can force entry and isolate the supply if it is deemed serious enough to do so.

#### **Environmental Health - 0131 529 3030**

It is very important that you do not call out our emergency plumber as there will be very little they can do without access to the property causing the leak. There will be a charge for their call out which you may be held liable for.

#### **Blockages**

Pipe blockages can often be cleared by plunging or using a household drain un-blocker and these should be employed before you think about making an emergency call out. You should also ensure sinks, shower and bath plugholes are free from hair and other debris which may hinder the drainage. A wire coat hook can be used to pull excess hair etc from the drain.

If these methods are unsuccessful you can resort to calling our emergency drain clear company:

#### **Scotdrain - 07766573422**

NOTE: our drain clearance company should only be contacted if the blockage seriously hinders your ability to inhabit the property or puts the property at risk from flooding - a blockage affecting only the washing machine and/or dishwasher cannot be considered an emergency although a blockage preventing use of the only toilet or causing services to overflow can.

#### **Gas leak**

If you smell gas in or near your property you must contact Transco immediately. This is a free service and an engineer will attend within 2 hours. Follow any instructions Transco give until they arrive. See this link for helpful advice on what to do in a gas emergency - <https://www.sgn.co.uk/help-and-advice/keeping-gas-safe/gas-safety>

Most importantly you should switch off all appliances and open the windows to ventilate the property. Do not turn on any lights.

#### **Transco - 0800 111 999**

#### **Loss of Power**

In the event of a total loss of your 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 so even if this is working there may be an issue with the property supply. If the problem extends beyond your property you should contact your distributor – you can find this by locating the MPAN number on your electricity bill – if it starts 17 then the distributor is Scottish Hydro; and if it starts 18 it's Scottish Power.

#### **Scottish Power - 0845 2727 999**

#### **Scottish Hydro - 0800 300 999**

If power has been lost to lights or sockets only, your shower or your cooker then check the distribution board to ensure the relevant circuit breaker is in the right position. For sockets you should check by trial and error to see if a particular appliance is causing the circuit to short.

### **Heating breakdowns**

If your boiler breaks down and you have already tried basic measures to reinstate the heat (topping up pressure, re-starting boiler) our Plumbing and Heating engineers, Vital Gas Services, can attend and attempt to repair it. If they cannot repair it there and then or need to order parts we will authorise further work on the next working day.

**Vital Gas Services Ltd (Plumbing and Heating) – 07956 074501**

### **Service Contracts**

If your property is covered by a service agreement for heating, plumbing, electrics and/or drains then we will have advised you of this when you moved in and you should make sure you only call them for assistance as you may be charged for call outs from other unauthorised tradesmen.

### **Locked out or lost your keys?**

If you get locked out of your property or lose your keys while our office is closed, then you may wish to call our locksmith at your own expense. Typically, they charge around £90 to gain access although if damage is caused to the lock or door then you would be liable for those costs as well.

**Red Circle Locksmiths 07759 422566 - [www.redcirclelocks.co.uk](http://www.redcirclelocks.co.uk)**

### **Police**

You must report break-ins, criminal damage or theft to the police and us immediately. Take a note of any crime reference number as we may need this in the event of an insurance claim.

**Police Scotland – 101 (non-emergencies) or 999 (emergencies)**