

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 until Struan Baptie Property Management 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 you 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 Struan on 07793 822 225 immediately so he can arrange for a plumber to go to the property.

Please note a dripping tap does not qualify as an emergency and a plumber will not 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.

01382 436260 Environmental Health

Anti-social Behaviour

If you are experiencing problems of this nature then please contact Environmental and Consumer Services - **01382 436260**

Heating breakdowns

Any heating breakdowns should be reported in the first instance to our office on 01382 676 676. If the breakdown is outwith office hours please phone Struan on 07793 822 225.