

# OUT OF HOURS EMERGENCY CONTACT NUMBERS

The contact numbers provided below should only be used in an emergency when the maintenance department at Albany Lettings is closed, our office is open Monday – Friday, 9:30 am – 5:00 pm.

An emergency would be classed as an escape of water, loss of heating (in winter), electrical emergencies\* and if you were locked out of your property.

\*Before contacting an electrician please ensure this is not a supplier issue (meter) or a localised power cut. If you have an issue with your meter then please call your supplier directly. Power cuts can be checked by calling SP Energy Networks on 105 or checking their website [www.spenergynetworks.co.uk](http://www.spenergynetworks.co.uk).

**In the event of a call out which is not deemed an emergency, the tenant will be liable to pay for the call out and any additional charges levied by the contractor.**

Electrician	Neil Donald	07886 952 578
Locksmith	Red Circle Locks	07759 422 566
Gas/heating/plumbing	Celsius Plumbing	0131 258 0848

***\*\*Please note these numbers only accept voice calls, no text messages. You may need to leave a voice message with your name, contact number, property address and brief description of the issue.***

**The contractor may not always be able to attend straight away due to job volumes and contractor availability. They will manage expectations by giving the best timeslot they can for attendance. The contractor will endeavour to have an engineer with you within 24 hours of the issue being reported.**

If you have made all reasonable attempts to contact our On-Call Engineer and you are unable to get a response, only as a last resort, you may arrange for a contractor of your choice to attend. We would require you to supply us with a detailed invoice for the works carried out and send this via post or email. Please contact our office on the next working day to make us aware of your maintenance issue.

**GAS: National Gas Emergencies - 24 Hour Line - 0800 111 999**

If you smell gas or think that you may have a gas leak, or if the CO detector is beeping after a battery replacement then you should call the National Gas Emergency line straight away. Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible. Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion. Do not smoke, light a match or light any other naked flame.