



Emergency Contact list

If you have an emergency outside these hours, we hope this guide will be of use to you. However, these services are to be used in an **emergency** only. If a tradesperson is called out to a job that could have been attended in our contactable hours, the tenant may be liable for part or all of the 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 or 3 days until Albany Lettings reopened. Please use a degree of common sense in determining what can be classed as an emergency.

Examples of emergency situations: Loss of heating, loss of water, gas leaks, uncontrollable water leaks, plumbing blockages or loss of power.

Examples of non-emergencies: Appliance failure, dripping taps, broken furniture

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**:

Scotdrain – 07766573422

Please note a dripping tap does not qualify as an emergency and the plumbers have been advised not to attend unless your problem constitutes an emergency.

Blockages

If your property suffers a blockage then you should first of all try a household drain un-blocker and plunger. Check shower, bath and sink drains for build-up of hair or other obstructions and remove as required. If this fails then either our plumber noted above or our drain clear specialists are the next port of call. However they should only be contacted as an emergency if the blockage seriously hinders your use of the property or the blockage puts the property at risk of flooding. For instance a blockage which only prevents you using the washing machine or dishwasher would not constitute an emergency although a blocked toilet certainly would.

Scotdrain - 07766573422

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.

Environmental Health - 0131 529 3030

Do not call out our emergency plumber as there is little they can do without access to the property that is leaking and you may therefore be charged for the call out.

Gas leak

If you smell gas you must contact Transco immediately. This service is free and they will have an engineer with you within 2 hours. Follow any instructions Transco give until they arrive. Scotia Gas Networks website offers a list of dos and don'ts if you smell gas - www.sgn.co.uk (contact us, emergencies). Switch off all appliances and open the windows.

Transco - 0800 111 999

Loss of Power

If your property has a total 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 – 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.

Scottish Power - 0845 2727 999

Scottish Hydro - 0800 300 999

Heating breakdowns

Our plumber, David Hannaford, is Gas Safe registered and can attend for gas central heating issues. He may even be able to talk you through simple repairs such as topping up the pressure or re-igniting a pilot light.

GasWarm

Service Contracts

You will have been instructed when you moved in whether or not your property is covered by a Service contract for heating, electrics, plumbing or all three. If your property is covered by such an agreement please make sure you only call them for assistance – you may be charged for call outs from other tradesmen.

Locked out?

If you lose your keys while our office is closed then you may call our recommended locksmith at your own expense.

XS Locksmith 0131 661 6755

Police

Please ensure you report break-ins or criminal damage immediately. We may need your crime reference number to assist with an insurance claim.

St Leonards Police station - 0131 662 5000

**If you require guidance or authority for any of the above please contact;
Albany Emergency Contact – 07939540047 – Jamie More**