

Emergency Contacts

If you have an emergency which falls 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.**

Please print out this document and keep it in a safe place. Please ensure that it has been read in full as it contains important information throughout. The document contains emergency contact numbers, instructions on avoiding some cleaning costs and on the procedure for how to contact our firm regarding maintenance issues (and details of what constitutes an emergency).

Emergencies

An emergency constitutes an event which puts you or the property in danger, or if it seriously hinders your ability to inhabit the property. One which under no circumstances could wait 2/3 days until Marchside Property re-opens.

Examples of emergency situations include:

- 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 when deciding what can be classed as an emergency. If you think the matter doesn't require immediate attention from a third party, this web site: www.diyfixit.co.uk has some great easy to follow advice on changing fuses and other simple tasks.

Head of Maintenance

Our head of maintenance is **Billy McVay**. If you are ever unsure of who to call in an emergency or if you need advice, he is the best person to call first. His number is – **07989 546 935**. His email address is wm.contracts@yahoo.com.

Gas leak

In a gas emergency act quickly and take the following safety steps: Get fresh air immediately. Open all doors and windows to ventilate the room. Switch off the appliance and do not use it again until it has been checked by our Gas Safe Registered engineer. Turn off the gas supply at the mains. Call the **National Gas Emergency number: 0800 111 999**. If you are feeling unwell visit your GP or the hospital immediately and tell them that your symptoms may be related to carbon monoxide or gas poisoning.

Then contact **Carlo Cennerazzo** of **CC/X Building Services**. He will have an engineer with you as soon as possible – **07429 866 626**, cc.xbuildingservices@yahoo.com. Also, see the Scotia Gas Networks website for a list of do's and don'ts if smell gas www.sgn.co.uk .

Loss of Power

If your property has no supply of electricity 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 the problem persists then contact your distributor - **Scottish Power (0845 2727 999) or Scottish Hydro (0800 300 999)**. You can determine who your provider is by locating the MPAN number on your electricity bill or meter- 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.

If there are no issues regarding your supply, please call our head of maintenance **Billy McVay – 07989 546 935** who will arrange for an electrician to attend as soon as possible.

Plumbing emergencies

If you have had your water cut off or if you have concerns over the quality of your water please contact Scottish Water. **Water supply (Enquiries: 0845 601 8855, Emergency: 0845 600 8855)**

If your property is leaking water into another dwelling you must try and turn off your water supply (in tenement flats, the water stopcock may be located out in the main stairwell, in others it may be near the kitchen or bathroom sink). If you have a burst pipe or any other issue that could be considered an emergency (i.e. either you or the fabric of the property is at risk) then contact our head of maintenance – **Billy McVay - 07989 546 935**.

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 Department** - they can force entry and turn off the water supply if deemed necessary - **0131 529 3030 - Public Health**

Anti-social Behaviour

If you are experiencing problems of an anti-social nature then please contact **Environmental and Consumer Services - 0131 529 3030**. If it falls outside of office times call your local police station on **101**.

Heating breakdowns

Our gas engineers may already have details for your boiler and could even be able to talk you through simple repairs such as topping up the pressure or re-igniting a pilot light. In an emergency call: **07429 866 626** for assistance.

Locked out

If you lose your keys while our office is closed, then you may call our locksmith **at your own expense**. **Red Circle Locksmiths – 0131 510 3887 or 07759 422 566**

Mould

Steps to reduce/ prevent mould growth on walls and windows:

- Keep windows and walls dry inside by: Ventilating rooms by opening windows and using any vents provided. Wiping away condensation. Heating rooms. Open blinds to warm rooms with sunlight.

- Please try and avoid drying clothes inside properties if a drying area is provided outside or if a tumble dryer is present in the property.
- Alternatively ensure the drying area is well ventilated. Drying clothes inside can lead to mould problems.
- Keep cupboards and bedrooms uncluttered and well ventilated.
- **IMPORTANT** - These measures need to be observed on a daily basis particularly during the winter months. Where mould has built up on surfaces due to ignoring this advice you may incur a charge for redecoration.

Steps to reduce/prevent mould growth in the shower/bath area:

- Leave the shower door open after showering.
- Open a window and/or use the overhead extractor fan.
- Leave the bathroom/shower room door open all day.
- Keep mildew from taking hold by spending a few seconds wiping shower walls with a cloth or sponge after each shower.
- If the shower area is subject to mildew, periodically spray it with a mildew inhibitor and disinfectant.
- **IMPORTANT** - These measures need to be observed on a daily basis. Where mould has built up on surfaces due to ignoring this advice you may incur a charge for re-caulking and/or grout cleaning.

Appliances

If you are unsure how to operate any of the appliances in your property please consult any manual provided. In the absence of a manual please contact our team or look up the model number online. Make sure you bear the following points in mind when cooking:

Cooker - Use the large switch on the wall near to the cooker to turn the power on and off. Clean the cooker regularly. Deposits of fat and grease (especially in the grill pan) can easily catch fire. Open windows or turn on the extractor fan if steam or smoke builds up

Microwave Oven - Do not put any metal items inside the microwave. Clean the inside regularly to prevent damage to the microwave

Boiler- If your boiler has stopped working please check whether the pressure on the boiler is within operating limits (usually 1 to 1.5 Bar on the pressure gauge). If not please follow the operating instructions for topping up the boiler being careful not to exceed the green area on the pressure gauge. If the water pressure is correct please contact us, making a note of whether the heating and/or water are still working and whether power appears to be getting to the boiler (visible lights or electronic display).

Personal Contents Insurance

Please note that your own personal possessions are not covered by your landlord's or our insurance. We advise that you take out personal contents insurance for your belongings whilst living in the property. We will not accept any liability for any damage to property/thefts that may occur.

Police

In the event of an emergency call 999. For non-emergencies call 101.

St Leonards Police station: 0131 662 5000

Oxgangs police Station: 0131 441 1518

Corstorphine Police Station: 0131 311 3131