

# What is an Emergency Repair



An emergency repair is a critical fix that needs immediate attention to prevent further damage or ensure safety. Here are some examples of emergency repairs:

- A water leak that cannot be contained.
- Electrical failure including full loss of power - faulty smoke or carbon monoxide detectors
- Severe structural damage
- Sewage backups
- Fire Damage
- No heat or hot water

## Reporting an Emergency Repair

When you report an emergency repair, our contractor will arrive at your home within **4 hours**. Please stay at home after reporting the repair.

If you cannot stay, arrange for someone else to be there and ensure they are aware of the repair details.

**Please be aware that there may be a call out fee applied if the repair is not deemed an emergency.**



## Gas Central Heating Issues

If you have no central heating or hot water, check your gas meter for error messages and ensure any prepayment meter is in credit. Please also check/replace your thermostat batteries.

For suspected gas leaks, immediately contact **Scottish Gas Network on 0800 111 999 and our office on 01592 721917**

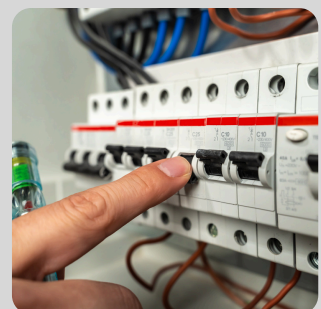


## Electrical Issues

Faulty appliances or fuses in plugs often cause electrical faults. If the electricity is cut off, check with your neighbours and call your supplier. There may be a general supply failure. Most homes have modern "Earth Leakage Circuit Breakers" (ELCB) or "Fuse Boxes" that switch off power if there is a fault.

Inspect the fuse board to identify which switch or socket has tripped. Unplug all appliances connected to this circuit and turn off any immersion heaters, if applicable. Reset the tripped switch to the ON position. Then, plug in each appliance one at a time until the switch trips again. Leave the problematic appliance unplugged.

Do not use it again until checked by a qualified electrician. If you cannot find a faulty appliance and the power fails again, call our office. If electricity is vital to your health (e.g., for medical equipment), ask your electricity supplier to include you on their priority service register.



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## Water Emergencies

### Burst Pipe or Flooding

- Turn off the water at the stopcock.
- Turn off gas central heating systems (if applicable).
- Turn on all taps to drain water from the pipes.
- Switch off the electricity supply at the meter if water contacts electrical fittings to avoid short circuits or electrical shock.
- Contact our office
- Warn neighbours who might suffer damage, such as downstairs neighbours.

### Blocked Drain or Toilet

For communal drains and sewers (serving more than one property), contact Scottish Water at **0800 077 8778**.

If the drain serves only your home, try to unblock it before contacting us.

**If our contractor unblocks the drain, you may be charged for the repair costs**

