

<b>Emergency Services</b>	<b>999</b>
<b>Gas Leak (Gas Emergency Service)</b>	<b>0800 111 999</b>
<b>City of Edinburgh Council</b>	<b>0131 200 2000</b>
<b>Lothian &amp; Borders Police</b>	<b>0131 662 5000</b>
<b>Locksmith (Capital Lock Service – Craig)</b>	<b>07815 193 075</b>
<b>Electrician (GRS Electrical Services - Gordon)</b>	<b>07780 910 807</b>
<b>Plumber (Alexander Ritchie - Andy)</b>	<b>07813 617 552</b>
<b>Heating/Hot Water Issues (Contract Heating)</b>	<b>0131 458 3377</b>

## WHAT IS AN EMERGENCY?

An emergency means the property needs immediate attention (gas leak, water coming in from the flat above, total power failure etc). This should not be confused with routine repairs such as the Hoover or oven not working and/or problems with SKY reception.

The responsibility for maintenance issues is not always that of the Landlord. Tenants are required to keep the property in good order with attention to the everyday jobs such as changing light bulbs & fuses, emptying vacuum bags, putting out rubbish on the appointed days and careful use of all appliances.

Please be sure that there is an emergency before calling our contractors out as you may be charged for the repair – our contractors are very helpful and sometimes a telephone call to them is all that is required to help you out. Use your common sense.

During Office Hours call **0131 550 3808**.

Out of Office Hours call **0131 550 3808** and you will be given the number for the Clouds property manager on call.

If you are unable to immediately reach the property manager on call, the following guide should help you...

## **WATER LEAKING INTO YOUR PROPERTY?**

Make sure you know the location of the stopcock for your flat. This is often in the stairwell if you can't find it in the flat. If water is leaking from your flat into another you should turn this off. If water is coming from the flat upstairs and you cannot get access, you must try and contact the householder and ensure they carry out steps to fix the problem and turn off their water supply if necessary. If the property is unoccupied contact Edinburgh Council on **0131 608 1100** or email them at [environmentalassessment@edinburgh.gov.uk](mailto:environmentalassessment@edinburgh.gov.uk) or go online at <http://www.edinburgh.gov.uk/report>. They can force entry and turn off water if necessary. A dripping tap does not qualify as an emergency!

## **HEATING/HOT WATER BREAKDOWNS**

Our heating engineers Contract Heating are open on a Saturday morning until 12.30pm on **0131 458 3377**. They will probably already have details for your boiler and may even be able to talk you through simple repairs such as topping up the pressure or re-igniting a pilot light. It is unlikely we can get any repairs done outside office hours. If your flat is covered by any service contract for breakdowns, you will have been made aware of this already and you should call the relevant company.

## **GAS LEAK**

If at any time you smell gas you must call the Gas Emergency Service on **0800 111 999** immediately and follow their instructions.

## **WASHING MACHINE**

The filters must be cleaned regularly, and the washing machine not overloaded. Remember to not overload the machine when you're using any drying program. You may need to dry wet clothes in 2 batches. We recommend not using the drying program at all.

## **VACUUM CLEANER**

Always check the Hoover bag doesn't require to be changed and that there are no blockages before reporting a fault.

## **FUSES/LIGHT BULBS /SMOKE ALARM**

Keep a stock of light bulbs & batteries and change as required. Modern fuse boards usually just need the offending fuse to be switched back "on".

## **TOILET SEAT**

Tighten the screws if they become loose.

## **MOULD IN THE BATHROOM**

This is caused by poor ventilation and a lack of heat. Tenants must keep the bathroom free of a build-up of condensation. Open the window and door if necessary, leave the extractor fan on and use the radiator or towel rail where available. If you notice any mould or a build-up of condensation in the bathroom you must report it to us as soon as you notice it.

## **VERMIN CONTROL**

Mice can be a common occurrence in Edinburgh flats. Keep the floors and surfaces clean and change the bin regularly to prevent mice entering the property. It is the tenant's responsibility to deal with this and to contact Pest Control if the problem persists. You can call the Council on **0131 666 2623** or try "Anglo Scottish Pest Control" on **07799 400 970** (Gavin).

## **BLOCKED DRAINS**

Do not put food or hygiene items down a plughole or toilet. Keep a plunger handy and drain cleaner in the event of any blockage.

## **LOST KEYS**

We generally hold additional keys for each property. If you can't reach the property manager on call immediately if you're locked out or have lost your keys, you should call our Locksmith Craig on **07815 193 075** and arrange to pay him directly. Note that we cannot guarantee that we can meet you immediately to hand over spare keys.

## **TELEPHONE**

If you have a fault, remember to test a working handset first before you contact your telephone provider, or you will be charged for a call out if the handset is faulty rather than the line.



### **Clouds Property Management**

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