

WHAT IS AN EMERGENCY?



If a serious fault occurs outside normal working hours, and it isn't safe to wait until the next working day to report it, please report the issue in the Arthur Tenant app and call the appropriate emergency contractor (details below). **Please also use due diligence to determine if the issue is a genuine emergency by reading this document before calling a technician out.**

Tenants are responsible for lockout charges unless the occurrence is due to a faulty or broken lock that was not caused by force. Tenants are also responsible for any callout charges from emergency visits that weren't urgent. If you are unsure if your fault is classed as an emergency, please consult our office.

EMERGENCY REPAIRS ARE THOSE WHERE:

- There is a serious and imminent risk to health and safety; and/or
- There is a serious and imminent risk to the structure of the building; and/or
- There is a serious and imminent risk to the security of the property.

EXAMPLES:

- **No cold water to kitchen sink** - check with neighbours to see if it affects other homes and if so contact Scottish Water on 08000 778 778.
- **Blocked toilet** - but only if there is no other toilet in the property.
- **Leaking soil pipe or blocked drain with sewage coming up**
- **Broken lock, door or window** - only if it makes the property insecure.
- **Electrical fitting smoking or scorching**
- **Complete or part power failure within the property** - first check the switches on the consumer unit. Check with neighbours to see if it affects other homes - if so, check with your electricity supplier to see if there are outages in your area.
- **No heating** (between 1st October and 31st March only) **or no hot water** - first check your boiler pressure, the normal range is between 1 and 2 on most boilers. If below this range, please re-pressurise your boiler according to manufacturer instructions.
- **There is a smell of gas or the carbon monoxide detector is sounding** - in this case call the National Gas Emergency Service immediately, on 0800 111 999. *Please do not ignore an alarm sounding from any Carbon Monoxide Detector installed at the property.*
- **A burst pipe or roof/ceiling leak** that at least fills a household bucket overnight or that is affecting the electrics in your property. *Small or slow dripping leaks are generally okay to wait until morning.* If the leak is from another property, speak to the owner/occupier of that property who must arrange the repair.

You should contact us immediately when experiencing an emergency, either by email or via Arthur Occupant to inform us of what action you took and whether any follow up work is required.

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EMERGENCY - LEAKS

WASTE LEAKS

If you are experiencing a "waste leak" in your property, such as under a sink or from a running washing machine or dishwasher, this is NOT an emergency. Please stop use of the appliance and do not use until we can send out a contractor during normal working hours. For a sink, first try hand tightening the pipes underneath. If this does not work, place a container under the pipe and minimise use. *These types of leaks will stop if use is stopped.*

LEAK FROM YOUR PROPERTY TO BELOW

Check no water is running (i.e. bath/shower/taps) and all appliances are switched off. If electrics are of concern, ask the occupant below to turn off the fuse for the affected area.

Wait at least one hour after doing the above and assess the amount of water entering the property below. If there is still a leak, with no sign of stopping or slowing, locate the stop cock in your property (usually located under sink or by utility meters) and turn off any water supply, if available. Also check the exterior of the building for damages or to see if there is an overflow pipe leaking onto the side of the building.

If after trying all of the above, and you believe the leak is severe enough to fill more than a household bucket overnight, contact an emergency plumber. Contact details are found on page 7.

LEAK FROM ABOVE PROPERTY INTO YOURS

Inform the upstairs neighbour and ask that they arrange for a plumber to attend as soon as possible, as the leak is likely to be coming from their property.

If you cannot make contact with the neighbour and the water ingress is becoming excessive, contact our office during business hours in the first instance. If we are closed, contact Environmental Health who will send police to break into the property and turn off the water. **This should only be done in an absolute emergency.**

You must report any leaks to our office straight away so we can arrange for an inspection of any damage.

EMERGENCY - ELECTRICS

NO ELECTRICITY

If you have pre-paid meters, please ensure they have a credit balance before anything else.

Check with Scottish Power to see if there are any outages in your area via their [website](#). If there are no reported outages, please check your fusebox, generally located in the hallway in a cupboard. Every fuse should be in the "ON" position. You can reset the fusebox by turning the master switch (usually bigger than the others) off, waiting 60 seconds, and turning it back on.

If that still does not work, check with your immediate neighbours and see if they have power. If not, please report to Scottish Power. If your neighbours have power, wait 10-15 minutes and try resetting the fusebox again. If this still does not work, call our preferred electrician listed page 7 and report to us using the Arthur Tenant app.

ELECTRIC SHOWER NOT WORKING

If all other electrics in the home are working properly, except an electric shower, please check the fusebox - generally found in a cupboard in the hallway. All fuses should be set to the "ON" position. If all fuses are in the "ON" position, locate the one for the shower and switch it to "OFF" for 30-60 seconds before turning it back on. This is NOT an After Hours Emergency if you have another bathroom or a bathtub. If you do not have either of these, please report using the Arthur Tenant app we will contact a contractor for you. *Do not make an emergency callout, you will be responsible for charges.*

APPLIANCE NOT WORKING

First check the fusebox - generally found in a cupboard in the hallway - and ensure the switch is "ON" for that appliance. You can reset the fuse by turning the switch off, waiting 60 seconds, and turning it back on.

If the appliance is freestanding, you can also try plugging it into a different socket. This will determine if it is the socket or the appliance.

The only appliance that is considered an After-Hours Emergency when not working is a Fridge or Freezer. Please report using the Arthur Occupant app we will contact a contractor for you. *Do not make an emergency callout, you will be responsible for charges.*

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EMERGENCY - HEAT & HOT WATER

NO HEAT OR HOT WATER - Gas System

If you have pre-paid meters, please ensure they have credit before anything else.

Check the pressure gauge on the boiler, this is a common problem and can be easily rectified. Normal boiler pressure should be between 1 and 2 on the gauge. Check online via product make & model or consult manual for instructions on how to repressurise your boiler.

You can also reset the boiler by turning it off (via switch or fusebox) for 60 seconds and then switching it on again.

If this does not fix the problem, please contact our office in the first instance. If the fault occurs between 1 October and 31 March, leaving you with no heat outside of our working hours, please contact an emergency contractor (details on page 7) and report to us using the Arthur Occupant app. *If between 1 April and 30 September, this is not an After Hours Emergency.*

NO HEAT OR HOT WATER - Electric System

If you have pre-paid meters, please ensure they have a credit balance before anything else.

If all other electrics in the home are working properly, except heat/hot water, please check the fusebox - generally found in a cupboard in the hallway. All fuses should be set to the "ON" position. If all fuses are in the "ON" position, locate the one for the heat/hot water and switch it to "OFF" for 30-60 seconds before turning it back on.

Please check each radiator to ensure they are on. If you see any error lights on the system, please use due diligence via Google or YouTube to see if there are any simple fixes to rectify the issue. If this does not fix the problem, please contact our office.

If the fault occurs between 1 October and 31 March, leaving you with no heat outside of our working hours, please contact an emergency contractor (details on page 7) and report to us using the Arthur Tenant app. *If between 1 April and 30 September, this is not an After Hours Emergency.*

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NON - EMERGENCY MAINTENANCE

CONDENSATION OR MOULD/MOISTURE

If you have a build-up of condensation it could be caused by lifestyle factors, caused by the internal moisture from washing, cooking etc. In the first instance try to open windows whenever possible and certainly when cooking or showering. If this does not help, then consider buying a small dehumidifier and keep this running to reduce the moisture content within the property.

If you have a persistent damp/mould problem, then please contact us as a specialist contractor may be required.

MICE

Mice are quite common in older buildings, especially Tenement flats which may have cracks in the exterior. If you find mice, then please ensure windows and doors are closed and check for any obvious places that they may be entering your property. Mice can climb up to top floor flats quite easily, the best way of stopping them is to check for any exterior damage or cracking and seal off any areas of entrance.

Set some mice traps to eliminate them, these can be purchased from hardware shops. If you have a pet, then ensure there are no traces of food left to attract mice and keep the property as clean and tidy as possible. If you are still suffering from mice then please call our office and we can instruct pest control via the factors.

BLOCKED SINK, BATH OR SHOWER

Blockages must be first attended to by the tenant, using a strong drain cleaner and/or plunger. If this does not fix the problem, please contact our office. If it is found that recent debris i.e. foodstuffs or hygiene items are the cause, you may be charged for this call out.

NOISY BOILER OR RADIATORS THAT AREN'T HEATING UP OR HAVE COLD PATCHES

The radiator may need to be bled. Purchase a radiator key from a hardware shop and bleed the radiator- insert key to top end of radiator on triangular knob and turn slightly holding a cloth underneath - this will allow air to be released – stop when water begins to drip and close the valve again with the key.

If this does not solve the issue, please notify our office in writing via the Arthur Tenant app.

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NON - EMERGENCY MAINTENANCE

LIGHTS OR POWER HAS STOPPED WORKING

Check that there are still available funds on the pre-payment meter, if applicable. Check the consumer unit/fuse box in case a switch has tripped. If all switches are in the "On" position, then we suggest that you check in case there is a power cut in your area by contacting "SP Energy" on 0800 092 9290 or checking online at www.spenergynetworks.co.uk.

If there is not a power outage and it is not a case of a light bulb burning out, please inform our office via the Arthur Occupant app.

FAULTY APPLIANCE SUCH AS FRIDGE, FREEZER, OVEN, ELECTRIC SHOWER, ETC.

Please take logical steps to resolve your problem in the first instance by checking the fusebox to see if a fuse tripped, or check online to see if there are any basic fixes that should be completed. If there are not, then please contact us via the Arthur Tenant app with pictures showing the issue, as well as the make and model of the appliance so we can instruct an engineer if required.

Please note that upkeep and maintenance is an essential responsibility of the Tenant, please ensure everything is kept in good working order to prevent any problems.

GENERAL MAINTENANCE

With reporting any maintenance issue, please take photos or videos. This helps us identify what repairs are required or what parts may be needed to make the repair.

If you have a maintenance problem that is not listed above, please still report this to our office via email.

Please note that we may pass your contact details to a contractor to arrange access directly with yourself. If you are happy with our contractors to enter the property with a key when you are not home, please let us know and we can arrange with the contractor directly on your behalf.

ARTHUR OCCUPANT APP:

If you have not yet received an invitation to create an account with Arthur, please contact our office. This is the quickest way to report maintenance issues.

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EMERGENCY CONTACTS

Please only contact the companies below in a **genuine** Emergency. **You will be liable for call-out charges if the issue was not emergent.**

GAS & PLUMBING

Blue Flame Maintenance

P: 07450 654769

E: info@bfmaintenance.co.uk

Gasfit Ltd

P: 01505 675 587

E: info@gasfitltd.co.uk

ELECTRICAL

IF THERE ARE SIGNS OF SMOKE OR FIRE, IMMEDIATELY CUT POWER AND CONTACT FIRE BRIGADE VIA 999.

In all other instances, please cut power if needed and contact Gallus to action an emergency contractor.

LOCKSMITHS

Lock & Company Locksmiths

P: 07523 305297

Argyle Locksmiths - Eddie

P: 07711 901199

Keys Galore - Paul

P: 07523 305297

Please note: In the case of an After Hours Emergency, the technician will likely only make the fault safe until the next working day when the issue can be properly rectified.

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