

MAINTENANCE ISSUES

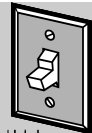


EMERGENCY REPAIRS

If an emergency should arise outwith office hours, including Public Holidays and weekends, telephone Aberdeen **(01224) 625822** and obtain the emergency telephone number via the Ansaphone Service. Telephone the appropriate service, advise what the emergency is and arrange access with the Contractor. The Contractor attending the emergency will only do what is necessary to make safe, if the fault cannot be fully repaired. You will need to advise the office at the earliest opportunity and let the Maintenance Section know what happened, what action you took and whether or not the repair was completed. Failure to advise the Maintenance Section may result in you being charged for the call-out and temporary repairs costs. **THINK BEFORE YOU ACT.**

ELECTRICAL FAULTS

Electrical faults should be reported immediately to the office. Make sure you know where the electric mains are and how to turn off the mains power in an emergency. You must place the mains switch to the off position when replacing a fuse or repairing any fitting connected directly to the mains supply.



At recently built developments, the fuse board is fitted with MCB's which are circuit breakers, and will 'pop-out' when the circuit is overloaded. All you have to do to reset the circuit is to press home the button. However, should the circuit breaker 'pop-out' again you have a fault in the circuit or an appliance connected to that particular circuit.



MAINS GAS REPAIRS

All gas leaks or suspected gas leaks should be reported immediately to **Scottish Gas Network (SGN) on 0800 111 999** (the number is in the telephone directory and calls are charged at local rates). However should the gas leak be emanating from an appliance or internal service pipes, TRANSCO will only shut down the mains and service and place a restriction notice on the meter. You must arrange for the repair if the fault is on an appliance belonging to you or contact the Association for other internal repairs to the gas service.

WATER SUPPLY

Make sure that you know where to turn off the water supply to your property. If you suspect a serious leak or burst pipe turn off the stop valve and contact the office immediately.



Please turn over . . .



LOST KEYS

Should you lock yourself out of the house or lose your keys you are responsible for gaining entry to the property.

If the incident is during normal working hours, contact the office and the Maintenance Section who may be able to assist you to gain entry. **Outwith normal working hours contact local Locksmiths, addresses and telephone numbers are in the phone book or Yellow Pages. Remember, damage used to the property must be made good and to the satisfaction of the Association.**

ABSENCE FROM HOME

In the case of absence from the house/flat during the winter period, care must be exercised to ensure that all services are secured from frost damage, which may result in burst storage tanks and pipes.



It is advisable to keep a low level of heating (5°C) in the property if your absence is for a short time (i.e. 48 hours or less). However, if you intend to leave the property vacated for an extended period of time, you should consider either leaving the heating on at the normal levels or draining all storage tanks and pipework, including the central heating to prevent damage by frost. The Maintenance Section will be pleased to assist and give the necessary advice.

You should remember that damage sustained to the property you occupy and to adjoining properties resulting from burst storage tanks and pipes, as a direct result of frost damage, will be repaired and re-charged to you.

It is considered prudent that you have adequate Contents Insurance to cover any and all losses that may occur following such an incident.



BOGUS WORKMEN

Beware of bogus workmen calling at your house or flat. If any doubts exist, request identification cards and, if available, should be checked. However, should they be unwilling to identify themselves, you should contact the office immediately and report the incident. Instructions will be given on receipt of your call, please be careful.

PLEASE RETAIN THIS LEAFLET FOR INFORMATION

To all Non Sheltered and Amenity Tenants

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