

ELECTRICAL FAULT

Always be safe

Do not touch bare wires at any time.

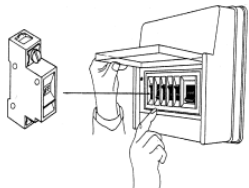
Always get a qualified Electrician to do any electrical work.

If an area of your electrical system has gone off just after you have switched on an electrical appliance (Irons, Kettles, Lights, Cookers etc.) it is probably this that has caused the fault.

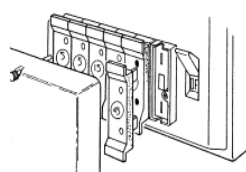
- Switch off and unplug the appliance.
- Check at your consumer unit to see if a circuit breaker has tripped off or a fuse has gone. This unit should be labelled, indicating areas covered by each circuit breaker or fuse.
- Reset the switch or replace the fuse to make the circuit live again.
- Get your appliance checked by an electrician.

Consumer Units:

With circuit breakers



With fuses



If the fault was **not caused** by an appliance, phone **Tenants First 01224 628410** (during office hours), or the **emergency contact** (outwith office hours)

Expires January 2013

WATER LEAK

Major Leak

- Turn off the water at the Main Stopcock (often below the Sink, or in the Bathroom).
- If you can, turn off the valves at the bottom of your storage tank (if you have one).
- Turn on taps to drain your system.
- If water has reached electrical fitting, switch off the electricity at the Consumer Unit.
- Phone **Tenants First 01224 628410** (during office hours), or the **emergency contact** (outwith office hours).

If water has gathered above a ceiling, punch a small hole in the plasterboard to allow the water to drain. This will reduce damage and may prevent water reaching electrical fittings.

MINOR LEAK

- Check that this is actually a leak and not condensation. This will often form on cold pipes, toilets and cisterns.
- The location of a small leak can often be identified by initially drying the area with kitchen roll and watching for drips to appear.
- Protect the surrounding area with a towel.
- Minor leaks should be reported to;
Tenants First 01224 628410 (during office hours).

MAIN DRAINS

A drain serving more than 1 property

- Contact **Scottish Water** on 0845 6008855 if there is a major leak in the garden area.

PLEASE FILE IN YOUR TENANT HANDBOOK