

Tenants First Housing Co-operative

e-mail on repairs@tenantsfirst.com

Banff : Inverurie : Kemnay Pitmedden : Portsoy Rothienorman : Turriff

Repair service during
normal working hours

01224 628410

Emergency Service numbers outwith normal working hours

Central Heating

BANFF	Heatcare	01343 842042
INVERURIE	WRB Gas	0800 281856/01382 204030
KEMNAY	WRB Gas	0800 281856/01382 204030
PITMEDDEN	WRB Gas	0800 281856/01382 204030
PORTSOY	Heatcare	01343 842042
ROTHIENORMAN	WRB Gas	0800 281856/01382 204030
TURRIFF	Heatcare	01343 842042

First check that you have gas and that the timeclock and any thermostats are correctly set.

All other trades

Aberdeenshire Council

08456 08 12 03

Expires January 2013

GAS LEAKAGE (at any time)

Smell Gas?

Phone 0800 111 999

Do

Extinguish naked flames.
Turn off gas at the meter.
Open windows and doors.

Don't

Smoke or strike matches.
Turn electrical switches on or off.

Contact WRB (0800 281856)

if a repair is required to the boiler or gas fire.

Contact Tenants First

if a repair is required to cooker pipework.

PLEASE FILE IN TENANT HANDBOOK

ELECTRICAL FAULT

Always be safe

Do not touch bare wires at any time.

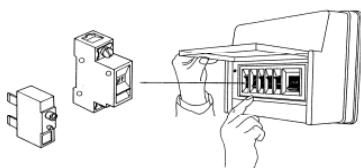
Always get a qualified Electrician to do any electrical work.

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 gone. This unit should be labelled, indicating areas covered by each circuit breaker.
- Reset the switch to make the circuit live again.
- Get your appliance checked by an electrician.

Consumer units:

Circuit breakers



If the fault was not caused by an appliance, **phone Tenants First 01224 628410** (during office hours), or **Emergency Callout** (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).
- Turn on taps to drain your system.
- If water has reached electrical fitting, switch off the electricity at the main switch.
- Phone **Tenants First 01224 628410** (during office hours), or **on Emergency Callout** (outwith office hours).

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 TENANT HANDBOOK