

Tenants First Housing Co-operative

e-mail on repairs@tenantsfirst.com

FRASERBURGH

Repair service during normal working hours

Central Heating – WRB Gas 0800 281856
01382 204030

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

All Other Repairs 01779 474282

Emergency Service numbers outwith normal working hours

This class of repair is intended to deal with genuine emergencies which are likely to cause property damage, injury or death. Non Emergency repairs should be reported during working hours.

Electrician (Denis Gordon) 07767811677
Plumber (Kinnaird) (1st) 01346 582525
(2nd) 01346 582964
Joiner (Maskame & Tait) (1st) 07711 501071
(2nd) 01346 515291
Slater (Coopers) 01779 475203
07790 844518

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 Gas
(0800 281856/01382 204030)
if a repair is required to the boiler or gas fire**

Contact **Tenants First**
(01779 474282)
if a repair is required to cooker pipework

Expires January 2013

PLEASE FILE IN YOUR TENANT HANDBOOK

ELECTRICAL FAULT

Always be safe

Do not touch bare wires at any time.

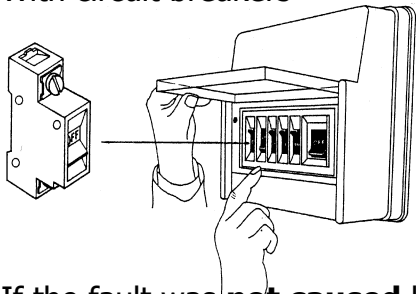
Always get a qualified Electrician to do any electrical work.

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.

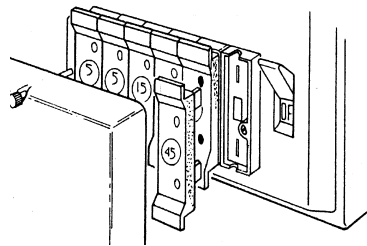
- Switch off and unplug the appliance.
- Check at your consumer unit to see if a circuit breaker or a fuse has gone. This unit should be labelled, indicating areas covered by each circuit breaker or fuse.
- Reset the switch or replace the fuse to make the circuit live again.
- Get your appliance checked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

Consumer units:

With circuit breakers



With fuses



If the fault was **not caused** by an appliance, **phone Tenants First 01779 474282** (during office hours), or **emergency contact** (outwith office hours).

Expires January 2013

WATER LEAKS

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 main switch.
- Phone **Tenants First on 01779 474282** (during office hours), or the **emergency contact number** (outwith office hours).

If water has gathered above a ceiling, punch a 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 on 01779 474282** (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.

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