

## **Tenants First Housing Co-operative**

**Carnarvon Street  
Glasgow**

Repair service  
**during** normal working hours

**Normal Repairs** 01224 628400

**Heating Repairs (WRB Gas)** 0800 281856  
01382 204030

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

---

Emergency Service numbers  
**outwith** normal working hours

**One Call** 01224 638888

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.

**Heating Repairs (WRB Gas)** 0800 281856

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

---

e-mail on [repairs@tenantsfirst.com](mailto:repairs@tenantsfirst.com)

**GAS LEAK  
(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**  
if a repair is required to cooker pipework.

Expires January 2013

**PLEASE FILE IN YOUR TENANT HANDBOOK**

## ELECTRICAL FAULT

### **\*Always be safe\***

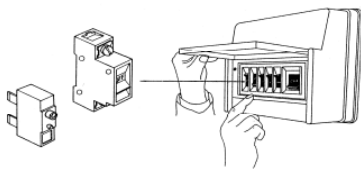
**Do not** touch bare wires at any time.

**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:**



If the fault was not caused by an appliance, **phone Tenants First 01224 628400** (during office hours), or the **Emergency Contact** (outwith office hours).

**If the fault was caused by an appliance owned by you and you call out the Electrician, you will be recharged the cost of this.**

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 main switch.
- 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 628400** (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**