

MAVOR & CO EMERGENCY CONTACT LIST

The emergency procedure for out-of-hour calls to Mavor & Company has changed! You can now contact the contractor directly if there is a genuine emergency outwith working hours.

OUT OF HOURS EMERGENCIES

- **Gas Leak** – If you smell gas call ***National Gas Emergency 0800 111 999***

- **Central Heating and Hot Water** –
 - Loss of heating during summer months is not deemed to be an emergency.
 - You may have a back-up immersion heater on your hot water tank.
 - If you have a combi boiler please check to make sure the water pressure is sitting at 1–1.5 bar. If it is not, please top the water pressure up to this level and reset the boiler.
 - **If you require an engineer call *Gasglow 07786 772983***

- **Water Leak and Drainage** –
 - If you are renting a flat and you are experiencing water ingress from the flat above please contact the occupant of that property immediately to make them aware.
 - Turn the water off at the stop cock immediately (the stop cock is usually located under the kitchen sink).
 - If you are experiencing problems with the external drainage this may be the responsibility of Scottish Water. *Please call Scottish Water Emergency Helpline 0845 600 8855.*
 - **If you require a plumber call *TFM Maintenance 07880 631523***

- **Electrician** –
 - If you have lost all of the electrics please check with neighbours as the whole area may be experiencing a power cut. *If you are experiencing a power cut call Scottish Power on 0845 272 7999.*
 - **If you require an electrician call *TFM Maintenance 07880 631523***

- **Roof Leak** –
 - **If you are experiencing water ingress through the roof call *AW Roofing 01501 740622***

- **Locksmith** –
 - Please note Mavor & Co will not supply spare keys when the office is closed.
 - **If you require a locksmith call *TFM Maintenance 07880 631523***

- **Intruder Alarm** –
 - **If you require an Intruder Alarm engineer call *T&D Security 07919 595894***

- **Antisocial Behaviour** – ***Police (Non-Emergency) 101***

IMPORTANT

Please be aware any call out instructed by a tenant which is not deemed to be an emergency by the Landlord or Mavor & Co may result in the tenant being held liable for the full sum of the invoice.

MAINTENANCE CONTRACTS

If your Landlord has a maintenance contract through companies such as Scottish Gas or Gasglow you will have been supplied contact details previously. If you have lost these details or are unsure if you have a maintenance plan, please contact the office. *Please be aware that a Landlord will not bear the cost if an incorrect contractor is used.*

If you are unable to resolve your issue through the contacts above please call 07557 337665.