

- Estate agency
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A personal approach to professional property services.

## What to do if water is leaking through your ceiling from the property above

In the event of a leak from above, you should inform the owner/occupier immediately so they can contact a plumber to fix the problem. You should also obtain the contact details of the landlord if it is a rented property.

If the issue isn't resolved within an hour or a reasonable amount of time you can also contact Scottish Water on 0800 077 8778 to report the problem.

Please always send photos and full details of the issue to your property manager to keep on your file for inventory purposes, and for follow up purposes if the problem persists.