

## Emergency Procedures

### **GAS LEAK**

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

#### **IMPORTANT NOTE**

- Please think very carefully before you contact and instruct any contractor to deal with an issue in the property. The property owner will not automatically cover the cost so this may leave you liable.
- An emergency is when there is an immediate threat to human health or to the integrity of a property.

#### **HomeForce Property Management (HFPM)**

- For properties managed by HFPM the first point of contact for all maintenance and repair issues, whether emergency or routine, is HFPM.
- Call 0131 315 0000 (leave a message if no answer) and send an email to [info@homeforce.co.uk](mailto:info@homeforce.co.uk)
- HFPM does not provide a 24 hr repairs line
- However, emails & messages are picked up most times of the day and days of the week.

#### **Landlord**

- A telephone number for your landlord is in your tenancy agreement. ONLY use this in an emergency and if you have not heard back from HFPM.

#### **Central Heating and Hot Water**

- Loss of heating or Hot water is not deemed to be an emergency (even in winter) but it will be dealt with as quickly as a suitably qualified engineer is available.
- There may be a back-up immersion heater on the hot water tank
- If the property has 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.
- A boiler user manual should be in the property information folder provided when you moved in. You can also download one from the Boiler manufacturers website. You can find the make and model of the boiler in the inventory for the flat.

#### **Water Leak and Drainage**

- For a water leak from a pipe in the property turn the water off at the main stop cock immediately. If this does not stop water flow then turn on taps to drain what ever tank may also be in the property.
- The location of the stop cock is described on the flat inventory. HFPM will also have a note of it's location.
- If you experience water ingress from the flat above contact the occupant of that property immediately.
- If you cannot get in touch with the occupant of the flat contact Edinburgh Council on 0131 608 1100 or 0131 200 2000 out of office hours.
- 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.

#### **Electrical Fault**

- A fuse tripping is not deemed an emergency even if it switches off the fridge / freezer (if that happens get an extension cable and plug the fridge into a socket on a circuit that has not tripped).
- Tripped fuses can usually be reset
- Visit <https://homeforce.co.uk/knowledge-base/reset-fuse-board/> to see how.

- If you all electrical power to the property has failed check with neighbours if they have also experienced this. The whole building or street may be experiencing a power outage.
- If you think you may be experiencing a power outage you can call Scottish Power on 0845 272 7999. They may be busy with other calls
- The location of the fuse board is noted on the inventory for the property.

#### **Locks & Door Entry System**

- If you lose your keys or get locked out of the property, HFPM will provide a new set / set to gain entry but this will be at your expense both for the keys and for picking up / delivery of them.
- HFPM will NOT supply keys out of hours.
- You can arrange a lock smith yourself. You will be liable for any damage caused in gaining entry to the property.

#### **Fire**

- Dial 999

#### **Antisocial Behaviour**

- If you experience antisocial behaviour from any neighbours or their visitors call the police non-emergency number – 101
- If you are being threatened or even feel threatened by a neighbour or their visitor dial 999.