



**We want you to feel confident about what to do if your home needs repair; you identify a leak be it gas or water; an electrical fault or you lose your keys. If you have any questions please contact the office on 01224 625822 and ask for your Property Service Officer.**

## **Emergency repairs**

Should an emergency arise out with office hours; including Public Holidays and weekends, please telephone our office number on Aberdeen (01224) 625822 and obtain the emergency telephone number you require via the Answer Phone Service. Call the appropriate service to advise what the emergency is and arrange access with the contractor. The contractor attending the emergency will only do what is necessary to make safe, if the issue cannot be fully repaired at the time of visit. If the issue requires a follow up visit our contractor will make arrangements to return on the next working day. They will advise the Property Services Department what happened, what action was taken and whether or not the repair was completed. The appropriate course of action will then be taken to ensure the repair is complete.

## **Electrical Faults**

Electrical faults should be reported immediately to Castlehill using the office telephone number (01224 625822). Do not use the online reporting facility to report potentially dangerous repairs. You should always familiarise yourself as to where the electric mains are and how to turn off the mains power in the event of an emergency. **DO NOT attempt to carry out any repairs to the mains electricity yourself.** If the power is tripping when using an appliance or any of your electrical equipment, the likely hood is that the fault is with something that is plugged into a socket. Please note that you may be recharged for the call out if the problem is down to faulty electrical equipment rather than a fault with the fixtures and fittings of the property. The majority of consumer units in our properties will be fitted with RCD protection which will ensure the main fuse trips when there is a fault with something.

If there has been a scheme wide power outage, please call 105 and report the issue to the local distributor. Calls to this number are free.

## Gas Repairs

All gas leaks or suspected gas leaks should be reported immediately to Scottish Gas Network (SGN) on 0800 111 999.

If you suspect a Gas Leak you should:

- Turn off gas at the meter, or the emergency control valve
- Put out all sources of ignition
- Do not smoke, operate electrical switches or use mobile phones
- Open doors and windows
- Ensure there is access to the building
- Keep people away from affected areas
- If the smell persists, leave the property and do not return until instructed to do so

It is important that you call Castlehill Housing Association when SGN have been notified as SGN will only shut off the mains gas and ensure the property is safe. They will not carry out a repair if the fault is within the property. The Property Service Department will then arrange to have our appointed Gas Contractor attend to repair the cause if it's emitting from the pipework serving the boiler or from the boiler itself.

If the issue is with an appliance belonging to you - a gas cooker etc then you must arrange for the repair, or contact the Association for advice.

If you have a fault or problem with your heating and/or hot water, please call **our appointed Gas Contractors -Heatcare Oil and Gas on the contact number is 01343 842 042** and they will arrange for an engineer to attend. This does not have to be done through our repairs service. **For heat pump type heating systems please call Heatcare Oil & Gas on 01343 842042.**

Gas safety is a legal requirement and it is important that if you have a gas boiler that you have this serviced every year. The Property Services department will arrange with our appointed Gas Contractors to carry this out and you will be contacted so you can arrange access for them.

## Water Supply

Make sure that you know where to turn off the water supply to your property. The stop cocks are usually located under the kitchen sink or in the cupboard where the services enter the property. If you suspect a serious leak or burst pipe turn off the stop valve and contact the office immediately and call our Property Services Department for assistance. If the incident occurs out of hours, please follow the procedure noted above in the first part of this leaflet.

## Lost Keys

Should you lock yourself out the house or lose your keys you are responsible for gaining entry to the property. Castlehill Housing Association can supply replacement keys or locks if we have them but there is a charge for this. Please note that this service is not available out with office hours. If you are locked out or have a lost your keys, then you will need to call a locksmith. The cost of this will not be met by The Association. If there is a problem with the lock, then we will arrange for it to be repaired or replaced. This service is available during and out of office hours.

## Bogus Workmen

Castlehill Housing Association will always inform you of when a repair has been logged. This is usually done with by sending a copy of the works order to you by post or email. Our appointed contractor will then make arrangements with you direct to gain access to your home. Should they be in the area there may be a chance they will knock on your door to try and get your repair done whilst in the area. Cold calling like this is usually minimal but if you have any doubts, request to see identification cards and a copy of our works order we issue for each job. If they fail to provide this upon request, do not let them into your home and report the incident to our office.

## Absence from home

In the case of a prolonged absence from your home during the winter period, care must be taken to ensure that all services are secured from frost damage. This includes setting all radiator valves to the “frost” icon which will keep a trickle of warmth running through the system to avoid it from freezing. If you have a token/card meter, please ensure there is enough credit to allow the heating to work during your period of absence.

If your home has electric heating, please switch off the electricity at the mains to minimise the risk of fire or a fault occurring when you are not there. If you have an emersion tank, it would be advisable having this drained this down should you be vacating the property for any period of time during the winter months.

Please be aware that any damage sustained to the property or adjoining properties resulting from burst pipes or water storage tanks as a direct result of frost damage, this will be repaired and the cost re-charged to you.

It is considered prudent that you have adequate Contents Insurance to cover any losses that may occur following such an incident.

**If you need any advice about any aspect of repairs please give your Property Services Officer a call on 01224 625822.**