

CASTLEHILL HOUSING ASSOCIATION

PROPERTY ISSUES



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 01224625822 (24 hrs)

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.

Electrical Faults

Emergency repairs 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. **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. If you are experiencing a complete loss of power, then please contact SSEN by dialling 105 on your phone. 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.

Loss of Heating/Hot Water

If you have a fault or problem with your heating and/or hot water, please call our appointed Heating Contractor -Heatcare Oil and Gas on 01343 842 042 and they will arrange for an engineer to attend. This does not have to be done through our repairs service. If you have a token/card meter, please ensure there is enough credit, or you may be recharged if this why the issue has arisen.

Damage Caused Due To These Issues

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

Locked Out?

Should you lock yourself out the house or lose your keys, you are responsible for gaining entry to the property out with working hours. Castlehill Housing Association can supply replacement keys or locks 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 you need any advice about any aspect of repairs please give your Property Services Officer a call on 01224 625822.