



BURNETT & REID

Burnett & Reid LLP would like to
wish you all
a Very Merry Christmas and
Health, Wealth and Happiness for

A 24/7 Emergency Out of Hours service
will be provided during this time (via
Fixflo in association with AXA):

Report Online at:
<https://burnettreid.fixflo.com>

Or Phone:
01737 33 44 73
Emergencies only

LEASING DEPARTMENT 2020-21 FESTIVE OUT OF HOURS

GUIDANCE FOR TENANTS

The Department will be **CLOSED** for the
festive period from:

**4:00pm on Wednesday 23 December
2020**

Until

Tuesday 5 January 2021

2021

**BURNETT
& REID**
Solicitors and Estate Agents

15 Golden Square
Aberdeen, AB10 1WF
Letting Agent Registration
Number: LARN1901013

EXAMPLES OF EMERGENCIES AND ACTIONS TO BE TAKEN

Please remember to also report any emergencies via our online reporting system and any updates

- **SMELL GAS**

CALL THE NATIONAL GAS EMERGENCY NUMBER - 0800 111 999 and carry out the following steps:

- **Open doors and windows** to ventilate the property
- **Turn off the gas supply at the meter.** Move the handle a quarter turn until 90 degrees from the pipe to shut off the gas supply
- If the smell of gas and meter are in a cellar, do not enter cellar
- **Leave the property**

Do not:

- Light any naked flames (i.e. candles) and do not smoke,
- Turn off or on any power or light switches,
- Use doorbells, mobile phones or any other electrical switches which could cause a spark.

- **NO HEATING OR HOT WATER**

If you report an issue via the system where your property is covered by a gas service contact the system will send all occupiers a reminder to contact the relevant service provider directly.

Please Note: There may be instances where this may not be classified as an emergency i.e. one radiator does not work but all other radiators in the property are working or you are able to get hot water from another hot water tap in the property.

If the heating and/or hot water fails, you are expected to use electric heaters (borrowed from friends or family), and/or heat water through use of a kettle or hob as a temporary measure, until a repair can be arranged.

WHAT CONSTITUTES AN EMERGENCY?

To aid you in assessing whether the situation is an emergency or not please see the following guide:

Emergency Repair

Serious risk to health and safety e.g. gas leak, water leak/flood, fire, no heating, no hot water, or no electricity.

Non-Emergency Repair

Something which **does not** cause a significant impact on your use/enjoyment of the property e.g. washing machine, kettle or vacuum cleaner not working.

Should you instruct and/or pay for a tradesman yourself, without using the above reporting instructions, **you will only be reimbursed if the issue is deemed an emergency.** If the issue is not deemed to be an emergency, you will be liable for payment of any invoice related to the issue.

In some circumstance you may need to contact any of the emergency services, in addition to reporting via our online repair reporting system:

Police, Fire, Ambulance (101 or 999) or another service provider

- **FIRE ALARM ACTIVATION**

Check the property for a fire and, **if safe**, take steps to extinguish the fire.

If it is not safe, leave the property and call **101 or 999** and ask for the Fire Brigade.

If you are in a large building with a communal fire alarm system, please leave your property and make your way to the buildings fire assembly point. Should this be a false alarm or fault with the system please contact the Factoring Agents for the building.

- **NO ELECTRICITY**

If you find you have no electricity, please ensure you have carried out any relevant checks:

Does the fuse box need to be reset?

An appliance/light may have tripped the switch in the fuse box which may just need turned back on

Do you have a prepayment meter?

If yes, do you have sufficient funds or do funds require to be topped up

Are other properties in the area affected?

If yes, it is likely a power cut. You can check power cuts at <https://www.ssen.co.uk/Powertrack/> or report by calling **0800 300 999**

- **MAJOR LEAK/FLOODING**

If likely to cause damage to the property, neighboring properties, or immediate danger to occupiers this may be classified as an emergency:

Water from Another Property

Contact the occupants of the other property who will need to switch the water off, call an emergency plumber and any other action to prevent further water damage.

If the occupants cannot be contacted:

- Switch off the water to the property if you can. The stopcock may be accessed via a hatch in the communal hall outside a flat
- If you cannot turn the water off, you may need to call the emergency services to turn the water off and any building Factoring Agents

Leak in your rental property

You may need to shut off the water supply to the area affected or the whole house/flat.

If the leak or flooding is major, damaging your property and/or other properties, you may need to call the emergency services to turn the water off and/or the Factoring Agents for the building

Ceiling bulge due to leak

You may need to make a small hole (about the size of a pen nib) to release any build-up of water and prevent the ceiling collapsing, if safe to do so.