

EMERGENCY & GENERAL MAINTENANCE



PLEASE ONLY CALL THE NUMBERS BELOW IN A GENUINE EMERGENCY

If a serious fault occurs outside normal working hours, and it isn't safe to wait until the next working day to report it, call our office at 0141 212 0825.

Plumbing & Gas Emergencies: Gasman Energy - 0141 840 4706

Lockouts & Faulty Locks: Argyle Locksmith - 0141 221 0711

Tenants are responsible for lockout charges unless the occurrence is due to a faulty or broken lock that was not caused by force. Tenants are also responsible for any callout charges from emergency visits that weren't urgent.

Emergency repairs are those where:

- There is a serious and imminent risk to health and safety; and/or
- There is a serious and imminent risk to the structure of the building; and/or
- There is a serious and imminent risk to the security of the property.

Examples:

- No cold water to kitchen sink - check with neighbours to see if it affects other homes and if so contact Scottish Water on 08000 778 778.
- Blocked toilet - but only if there is no other toilet in the property.
- Leaking soil pipe or blocked drain with sewage coming up
- Broken lock, door or window - only if it makes the property insecure.
- Electrical fitting smoking or scorching
- Complete or part power failure within the property - first check the switches on the consumer unit. Check with neighbours to see if it affects other homes - if so, check with your electricity supplier to see if there are outages in your area.
- No heating or hot water between 1st October and 31st March only, or at any time of year if there is a vulnerable person in the property (for example a young baby or someone who is elderly or disabled).
- There is a smell of gas or the carbon monoxide detector is sounding - in this case call the National Gas Emergency Service immediately on 0800 111 999. *Please do not ignore an alarm sounding from any Carbon Monoxide Detector installed at the property.*
- A burst pipe or roof/ceiling leak that at least fills a household bucket overnight or that is affecting the electrics - if the leak is from another property, speak to the owner/occupier of that property who must arrange the repair.

You should contact us as soon as the office re-opens to inform us of the emergency, what action you took, and whether any follow up work is required.

0141 212 0825 

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info@galluslettings.com 

NON-EMERGENCY MAINTENANCE

Condensation or Mould/Moisture

If you have a build-up of condensation it could be caused by lifestyle factors, caused by the internal moisture from washing, cooking etc. In the first instance try to open windows whenever possible and certainly when cooking or showering. If this does not help, then consider buying a small dehumidifier and keep this running to reduce the moisture content within the property.

If you have a persistent damp/mould problem, then please contact us as a specialist contractor may be required.

Mice

Mice are quite common in older buildings, especially Tenement flats which may have cracks in the exterior. If you find mice, then please ensure windows and doors are closed and check for any obvious places that they may be entering your property. Mice can climb up to top floor flats quite easily, the best way of stopping them is to check for any exterior damage or cracking and seal off any areas of entrance.

Set some mice traps to eliminate them, these can be purchased from hardware shops. If you have a pet, then ensure there are no traces of food left to attract mice and keep the property as clean and tidy as possible. If you are still suffering from mice then please call our office and we can instruct pest control via the factors.

Blocked Sink, Bath or Shower

Blockages must be first attended to by the tenant, using a strong drain cleaner and/or plunger. If this does not fix the problem, please contact our office. If it is found that recent debris i.e. foodstuffs or hygiene items are the cause, you may be charged for this call out.

Burst Pipe or Plumbing Issue That is Damaging Property Below

Check no water is running (i.e. bath/shower/taps) and all appliances are switched off. Locate the stop cock (usually located under sink or by utility meters) and turn off any water supply.

Contact our office to report this issue via email. In an emergency a plumber is likely to turn off water at the mains, they may not source the problem until morning if after hours.

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Burst Pipe or Plumbing Issue in the Flat Above That is Damaging Your Property

Inform the upstairs neighbour and ask that they arrange for a plumber to attend as soon as possible, as the leak is likely to be coming from their property.

If you cannot make contact with the neighbour and the water ingress is becoming excessive, contact our office during business hours in the first instance, and if we are closed contact Environmental Health who will send police to break into the property and turn off the water. This should only be done in an absolute emergency.

You must report any leaks to our office so we can arrange for an inspection of any damage.

Noisy Boiler or Radiators That Aren't Heating Up or Have Cold Patches

The radiator may need to be bled. Purchase a radiator key from a hardware shop and bleed the radiator- insert key to top end of radiator on triangular knob and turn slightly holding a cloth underneath - this will allow air to be released - stop when water begins to drip and close the valve again with the key.

If this does not solve the issue, please notify our office in writing via email or the contact form on our website.

Gas Fired Boiler is Not Working or Pilot Light Has Gone Out

Check that the gas supply is still working and there is money on the credit meter, if applicable.

Please check the boiler on the inside panel as most boilers have instructions on how to reignite the pilot. In most occasions you will have to press the reset button, keep this pressed for 10 seconds and the flame/ignition light should stay on.

Check the pressure gauge on the boiler, this is a common problem and can be easily rectified. Normal boiler pressure should be between 1 and 2 on the gauge. Check online or consult manual for instructions on how to re-pressure your boiler, please make sure to check the radiators and ensure there is no leak. If this does not fix the problem, please contact our office.

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Lights or Power Has Stopped Working

Check that there are still available funds on the pre-payment meter, if applicable. Check the consumer unit/fuse box in case a switch has tripped. If all switches are in the "On" position, then we suggest that you check in case there is a power cut in your area by contacting "SP Energy" on 0800 092 9290 or checking online at www.spenergynetworks.co.uk.

If there is not a power outage and it is not a case of a light bulb burning out, please inform our office.

Faulty Appliance Such As Fridge, Freezer, Oven, Electric Shower etc.

Please take logical steps to resolve your problem in the first instance by checking the fusebox to see if a fuse tripped, or check online to see if there are any basic fixes that should be completed. If there are not, then please contact us with pictures showing the issue, as well as the make and model of the appliance so we can instruct an engineer if required.

Please note that upkeep and maintenance is an essential responsibility of the Tenant, please ensure everything is kept in good working order to prevent any problems.

General Maintenance

With reporting any maintenance issue, please take photos or videos. This helps us identify what repairs are required or what parts may be needed to make the repair.

If you have a maintenance problem that is not listed above, please still report this to our office via email.

Please note that we may pass your contact details to a contractor to arrange access directly with yourself. If you are happy with our contractors to enter the property with a key when you are not home, please let us know and we can arrange with the contractor directly on your behalf.

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