



Tenant Guides – Maintenance

Gas Emergency

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free "Gas Emergency Services 24 hour" emergency line immediately on 0800 111 999.

Open all doors and windows to ventilate the property. Do not turn on/off any electrical switches & extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition. If there are any electrical security entry phones/locks, please open door manually.

Please do not ignore an alarm sounding from any Carbon Monoxide alarm installed at the property.

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.

www.galluslettings.com

E: info@gallusproperty.com

T: 0141 212 0825



Mice

Mice are quite common in older buildings, especially Tenement flats which may have cracks in the exterior. If you find mice then you can take a few simple steps to resolve the problem:

Close windows and doors 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 and 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 ourselves and we can instruct pest control via the Factors

Blocked sink, bath or shower

Blockages must be first attended to by the tenant by 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/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. We also require this to be reported via the maintenance contact form.

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In an emergency a plumber is likely to turn off water at the mains, they may not source the problem.

Burst pipe/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 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

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Noisy Boiler or radiators that are not heating up or that 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

Gas fired boiler is not working/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.

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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. If this does not fix the problem, please contact our office.

Lights/Power has stopped working

Check that there are still available funds on the pre-payment meter. Check the consumer unit/fuse box in case a trip 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 Should you require further assistance please contact our office.

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