

### **What Constitutes and Emergency Repair?**

Please contact us in the event of any maintenance issues on 0131 202 0495, in the case of an emergency repair there will be an alternative number to contact.

Emergency Repairs would include:

- No heating or hot water at any time of the year if there is a vulnerable person in the property – a young baby or someone who is elderly or disabled
- Heating system gives off fumes – call Transco 0800 111 999. Also see separate information sheet What To Do If There is a Suspected Gas Leak
- No cold water (check with the neighbours to see if it affects other homes)
- A burst pipe or a leak/ water penetration that is affecting electrics
- Leaking soil pipe
- Blocked toilet – but only if there is not another toilet in the property
- Blocked drain with sewerage coming up
- Rain coming in through the roof or the windows
- Flooding into the property
- Lock broken, door broken or window broken – but only if it makes the property insecure (you as the tenant will have to pay for the repair if it is a result of tenant negligence or damage)