**Emergency repairs**

If a serious fault occurs outside normal working hours, and it isn’t safe to wait until the next working day to report it, you should contact:

**01506 630434**

**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 are:

* no cold water to kitchen sink (but 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 (but only if it makes the property insecure)
* electrical fitting smoking or scorching
* complete or part power failure within the property (but first check the switches on the consumer unit. Also check with neighbours to see if it affects other homes and if so contact **Central & Southern Scotland: 0800 092 9290**
* 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)
* 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. If follow up work is required we will follow the procedure set out in the “reporting non-emergency repairs” section above.