

# Out of hours Emergencies

**D.J.ALEXANDER**  
Sales & Lettings

## OFFICE OPENING HOURS

Our office opening hours are Monday to Friday from 9am-5pm.

(Please refer to our website for our opening hours over the festive period and bank holidays.)

Should you require assistance with an emergency issue outwith our office opening hours, then please refer to our guidance notes below before contacting a contractor.

## WHAT IS CLASSED AS AN EMERGENCY?

- Smell of Gas
- Fire/Theft
- Escape of Water/No Water
- Loss of Power/Electricity
- No Heating (in exceptionally cold weather temperatures)
- Security Issues/Locksmith

## WHAT IF I SMELL GAS?

If you smell gas, you should report it immediately to the National Gas Emergency Service by calling 0800 111 999 or via textphone (minicom) on 0800 371 787. This service is available 24 hours a day and is free to call.

If you have the SignLive app, you can also use this service to contact the National Gas Emergency Service. SignLive provides a free 24-hour online interpreting service for British Sign Language (BSL) users.

If you are concerned about carbon monoxide you should open all windows, step outside the property and call the National Gas Emergency Service line as stated above.

## FIRE/THEFT

Please call the Emergency Services on 999 if you encounter a Fire at your property.

Please call the Emergency Services on 999 if someone has broken into your property.

## ESCAPE OF WATER/NO WATER

**Escape of Water** - If you experience a water leak into your property from above, please ensure that you contact the occupiers above in the first instance to inform them of the leak. We will not be able to gain access to any property that is not managed by D J Alexander.

**Escape of Water into below** - If you are contacted by the occupiers below to advise that you are causing a water leak then please contact one of our out of hours plumbing contractors with as much information as possible, e.g the details of the leak. Turn off the water at the stopcock within the property if the water leak is substantial.

**No Water** - Check stopcock is turned on. Check with your neighbours to see if there is an issue with the water supply. If so, please contact Scottish Water on 0800 0778 778.

## LOSS OF POWER/ELECTRICITY

If you're wondering what to do in a power cut, here are our 3 essential steps:

1. Check your fuse box. A blown fuse or tripped switch could have caused the problem.



2. Once you've established the power cut hasn't been caused by a problem within your home, you should check with your neighbours to see if their power is off too.

3. Next, report the problem to your local network operator Scottish power. You can do this by calling 105.

## NO HEATING

If safe and convenient to do so, please perform the following checks on your boiler before reporting an issue:

- Make sure that the electricity and boiler are turned on
- There is enough credit on the meter
- The thermostat is not turned down
- Re-set the boiler by pressing the reset button. Consult your boiler manual for specific guidance.
- \*Check the boiler pressure. Please refer to your boiler manual to find out what the correct pressure should be and how to re-pressurise your boiler.
- \*If there are any error codes, use them to guide you what to do next.

## SECURITY ISSUES/LOCKSMITH

Should you get locked out of your property or the lock fails please contact our recommended locksmith to assist with gaining access to the property.

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## OUT OF HOURS CONTRACTORS

CITY	CONTRACTOR	TRADE	CONTACT NO
ABERDEEN	Deeside Plumbing	Gas Engineer/Plumber	01224 507 272
ABERDEEN	TW Plumbing	Gas Engineer/Plumber	01224 964 042
ABERDEEN	Esson Electrical Ltd	Electrician	07969 651 130
ABERDEEN	AK24hour	Locksmith	07450 356 891
DUNDEE	Ocean Plumbing	Gas Engineer/Plumber	07519 432 405
DUNDEE	Elite Electrical Ltd	Electrician	07494 554 574
DUNDEE	KC Locksmiths	Locksmith	07840 128 282
EDINBURGH	Aurora Gas & Plumbing	Gas Engineer/Plumber	07760 623 630
EDINBURGH	MAC Plumbing & Property Solutions	Gas Engineer/Plumber	07495 886 172
EDINBURGH	Certifi Electrical Contractors	Electrician	07880 611 488
EDINBURGH	Certifi Electrical Contractors	Electrician	07932 594 819
EDINBURGH	Red Circle Locksmiths	Locksmith	07759 422 566
EDINBURGH	Lockstar	Locksmith	0131 258 0909
GLASGOW	Kwik Call Plumbing & Heating	Gas Engineer/Plumber	0141 636 4080
PERTH	Ocean Plumbing	Gas Engineer/Plumber	07519 432 405
PERTH	Ross Sweeney	Electrician	07745 972 381
PERTH	KC Locksmiths	Locksmith	07840 128 282
ST ANDREWS	Fleming & Gibson	Gas Engineer/Plumber	07855 930 270
ST ANDREWS	Neil Martin Electrical	Electrician	07855 930 270
ST ANDREWS	Baldy Locks (Paul Tulleth)	Locksmith	07734 584 414
STIRLING/FALKIRK	Scott Mackenzie	Gas Engineer/Plumber	07908 714 754
STIRLING/FALKIRK	Knowire installations	Electrician	07734 584 414
STIRLING/FALKIRK	AL Security	Locksmith	07516 807 585

## IMPORTANT

If any of the above contractors are not available, please contact an alternative contractor of your choosing. Please be aware that any contractors other than those recommended above must send their invoice to you directly. The contractor must be legitimate and reputable, and the cost must be reasonable, so please bear this in mind. You may be responsible for covering part or all the cost, if this is not the case, or if the issue is not deemed to be of emergency nature.