

IN AN EMERGENCY

Ravenstone Property operates a 24 hour out-of-hours service for EMERGENCIES only that cannot wait until the next working day. Please call 0131 524 0190 or 0131 524 0194 outside of office hours.

Please note: If an emergency contractor attends unnecessarily you may be held liable for the costs involved.

Note the following are *NOT* regarded as emergencies. However please see below for information regarding emergencies and our full Tenant Guide which provides more detailed help and advice regarding maintenance.

You have locked yourself out

The roof is leaking

Broken appliances

Broken boiler

AN EMERGENCY *WOULD BE*

Fire

Gas leak

Mains electrical fault

Water leak from property above

Burglary

Please use common sense before calling the out of office hour's emergency number. We will only respond to real emergencies that cannot wait until the next working day.

FIRE

In the event of a fire

You may feel able to put out a fire yourself (e.g. a small kitchen fire) if you have firefighting equipment. Please be careful and do not put your or other lives at risk.

If the smoke alarm goes off or you discover a fire in your home, alert everyone, follow your escape plan and get out of the building.

1st Raise the alarm and get out of the building and then call 999

Do not stop to investigate the fire or to collect valuables.

Use your escape route to get everyone out and meet at an agreed point.

Close any doors which are open, and only open the doors you need to go through. This will help to minimise the spread of the fire.

Check doors with the back of your hand. If a door is warm, don't open it, the fire is on the other side.

If there is a lot of smoke, crawl along the floor as the air is cleaner.

Once you've got everyone out of the building, call 999 from any phone. Give the operator your name and address.

Don't go back into the building for anything. If there is still someone inside, tell firefighters when they arrive – they are trained - you are not.

Find somewhere safe to wait for the Fire Brigade. When they arrive, try to give them as much information as possible about the fire and the building.

Escaping from a window

You should only try and escape through a window if you are on the ground or first floor, and your escape route is blocked.

If you have to break the window, cover jagged glass with towels or thick bedding.

Throw bedding or other soft materials onto the floor below the window to break your fall.

Don't jump out of the window – lower yourself down to arm's length and drop to the ground.

If you have any, children, elderly or disabled people in the home, plan the order you will escape so you will be able to assist them.

Once you are outside contact Ravenstone Property on 0131 524 0190 or 0131 524 0194 (outside office hours).

YOU SMELL GAS

Switch off gas mains supply, open the windows, call the National Gas Emergency Service (previously called Transco) 24 hour emergency number on 0800 111 999. After carrying out these steps, inform Ravenstone immediately.

ELECTRICAL FAULT

Check fuses have not blown, circuit breakers are in the 'ON' position and that there hasn't been a general power cut in the area. Replace bulbs if necessary. If you still do not have electricity contact Ravenstone Property.

LEAK FROM THE FLAT ABOVE

Unfortunately water leaks are common in buildings containing flats. When your upstairs neighbours use washing machines, showers, radiators etc. leaks can occur and your neighbour may not be aware it is happening.

First establish the cause of the leak and what immediate action is required to stop it. This is not always a straightforward matter because the building is likely to contain many pipes and appliances. It is possible for water to travel through the structure of the building before emerging in an individual flat. It is your responsibility to limit the damage by catching the water the best you can using buckets etc.

Once the source of the leak has been identified, please take the necessary steps to stop it. This will probably involve going upstairs and telling your neighbour and asking them to **shut off the water**. They may not be aware that a leak is coming from their property. If they are not in please leave a note advising them of the problem and asking them to contact you and Ravenstone. Then please contact Ravenstone (01315240190) to report it. If it is of a serious nature i.e. the ceiling is going to fall in please contact the council on 0131 200 2000

It is very important to deal with water leaks quickly because damage resulting from damp and other associated problems can be extensive.

LEAK FROM THE ROOF DURING RAIN

These leaks should be reported to Ravenstone (01315240190) during working hours and the Factor Company where applicable. Out of office hours this is not usually regarded as an emergency as nothing can be done about this type of leak immediately. However if it is of a serious nature i.e. the ceiling is going to fall in please contact the council on 0131 200 2000

It is your responsibility to please limit the damage by catching the water the best you can using buckets etc.

YOU HAVE LOCKED YOURSELF OUT

If it is during office hours 9-5 Monday-Friday call the office on 0131 524 0190 we usually hold spare keys and you can come to the office to borrow them.

Outside office hours please call our recommended locksmith Scott on 07960404581. Please note you are liable for the cost.

BURGLARY

Please call the Police in the 1st instance, they will advise you on the course of action to take. Then call Ravenstone.

MAINTENANCE (see Tenant Guide for further details)

Please note that these are some of the things which tenants are expected to do themselves:

- Test the smoke alarms and carbon monoxide detector and replace the battery if necessary
- Bleed the radiators
- Unblock plugholes with suitable detergent
- Replace light bulbs
- Check the filter on the washing machine (at the front) remove any objects such as coins, grips etc.
- Replace vacuum cleaner bags
- Clean out blocked vacuum cleaners
- Tighten loose handles, toilet seats, etc., if only a screwdriver is required