

EMERGENCY OUT OF HOURS SERVICE FOR

**HOMEGUARD LEASING
115 ROSEMOUNT PLACE
ABERDEEN
AB25 2YG**

**WITH EFFECT FROM 1 DECEMBER 2023 EMERGENCY OUT OF HOURS
REPAIRS AND MAINTENANCE SHOULD BE REPORTED TO OUR OUT OF
HOURS SUPPORT TEAM**

JOR PROPERTY LTD – 01224 894964

A Tenant should only contact the Out of Hours Support Team in the case of a **REAL EMERGENCY** where there is no alternative. Otherwise, a Tenant should note the following advice.

In the event of a Tenant instructing a non-emergency repair, the Tenant will be held liable for any expense incurred as a result of same.

Homeguard Leasing's definition of a **REAL EMERGENCY** is as follows:

Burst Pipes

Turn off the water supply at the mains water stopcock and contact **JOR Property Ltd.**

Fire

Contact the Fire Brigade immediately on 999 and advise **JOR Property Ltd.** The Landlord or the Landlord's Agents are unable to provide alternative accommodation if the property is deemed to be uninhabitable.

Power Failure

If the Property has a Card Meter, check it has credit.

Check the Fuse Box to ensure this has not tripped.

Check there is not a general power cut in the area by perhaps speaking to a neighbour to ascertain if they have power.

Further information on this can be found at

<http://ww2.nationalgrid.com/UK/Safety/PowerCut>

If none of the above please contact **JOR Property Ltd.**

No Water

Check <http://www.scottishwater.co.uk/current-service-updates> to ensure that there is not a general water problem in the area otherwise contact **JOR Property Ltd.**

Water Leak into Neighbouring Property

Turn off water immediately at mains water stopcock and contact **JOR Property Ltd.**

Water Leak into Let Property

If water is leaking from a neighbouring property, the Tenant must try to contact the occupants of the neighbouring property immediately asking them to contain the leak or turn off their water and report to Homeguard Leasing. If the neighbouring property is leased, the occupier must contact their Leasing Agent/Landlord.

Heating Failure

If the heating system has a boiler, the Tenant should check that it is turned on, the thermostat is on and radiators are turned up.

If the boiler shuts down, the Tenant should check the Pressure Gauge as most boilers can be re-pressurised easily following instructions which they can download on the Internet.

If the system is Oil or LPG the Tenant should check there is fuel in the tank.

Tenants should not rely on indicators within the house as these can be unreliable.

In the event that there is a Scottish Gas Homecare Agreement in place the Tenants should contact Scottish Gas on 0333 200 8899 in the first instance.

Gas Leak

Immediately switch off supply. Contact National Grid UK direct on 0800 111 999 and follow their advice. Report to Homeguard Leasing.

Break In

Contact the Police on 101, note crime reference and report to Homeguard Leasing.

Blocked Drains

If reasonable attempts have been made by the Tenant to unblock the drain (using drain unblocking products, this would not apply to blocked sinks, baths, showers) do not succeed, contact **JOR Property Ltd.**

Lost Keys

Keys are a Tenant's responsibility. If keys are lost during normal office hours, if available, a set can be borrowed from Homeguard Leasing. A deposit of £50.00 in cash will require to be paid and this will only be refunded when the keys are returned. If keys are lost outwith normal office hours, it is the Tenant's responsibility to obtain alternative accommodation until the office re-opens. If the Tenant requires urgent access, they should contact a Locksmith to attend, this being at the Tenant's own expense.

If the lock is changed, the Tenant must notify Homeguard Leasing. It is our policy to hold at least 3 sets of keys for each property we manage. In the event of there being only 1 tenant we would require to be supplied with 2 duplicate copies of any new key(s) cut. If there is more than 1 tenant we would require 1 duplicate copy of any new key(s) cut.

In the event that a key snaps in a lock, or, the mechanism of the lock is faulty the Tenant should contact **JOR Property Ltd** in the first instance.

Anti-Social Neighbours

Contact the Police on 101 or the Local Authority at <https://www.aberdeencity.gov.uk/services/people-and-communities/antisocial-behaviour> and also advise Homeguard Leasing at the earliest opportunity.