

EMERGENCIES

ALL LISTER FLATS-from December 2020

Contact numbers for emergency repairs

In the event of a real emergency outside office hours please contact one of the following numbers. Please state that you are a Lister Housing Co-operative tenant and give as much detail as you can about the nature of the problem. Some firms have an answering machine giving a further number to telephone so please have a pen and paper handy. Please keep any access arrangement for the repair workers.

mem/EmergList

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|---|--------------------------------|--|
| Gas escapes <u>ONLY</u> | Scotia Gas Networks | 0800 111 999 |
| Gas central heating faults and gas fire faults | Lothian Gas | 0131-440 4666 |
| Plumbing | J B Bell | 07748-482605 |
| Joinery/Glazing | Response Building Mntce | 01506-414188 Response daytime Office number 01506-411555 |
| Electrical | N. Watt & Son Ltd | 07768-696719 |
| Roof work | R. Porteous Roofing | 07768-650116 |
| Water | Scottish Water | 0800 0778 778 |
| Electricity | Scottish Power | from a landline 0800 092 9290 |
| Electricity | Scottish Power | from a mobile or landline 105 |
| Stair-lighting faults | N. Watt & Son Ltd | 07768-696719 |

Please only use these telephone numbers for real emergencies and try the Lister office **first** during the day. If a flat is unoccupied and entry is required to tackle an emergency then you must call the Police to attend. Please report all emergencies (and non-urgent jobs) to the office on the next working day. Once the holiday period is over please report all repairs to the office. All 0330 / 0345 numbers are charged at the landline rate. 0800 is a Freephone (from a landline).

Valid: from Dec 2020 onwards - destroy any older copies please

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