

Situation	Is it an emergency?	Contact Person	Comments
Fire	Yes	Fire Department	Evacuate building and call 999 immediately.
Gas Leak	Yes	I&H Lettings Landlord Contractor	There is no mains gas in the area . If you can smell gas it will be from your gas tank. The gas supply should be switched off at the source.
Carbon Monoxide Alert	Yes	I&H Lettings Landlord Contractor	Turn off all appliances, open windows for ventilation and vacate the property immediately.
No Electricity	If it only affects your property and is not a general power cut.	Your electricity supplier I&H Lettings Landlord Contractor	Check fuse box, see if other properties in the area are affected and your supplier to report the fault. SSE has an emergency number which will list any reported faults and power cuts in the area with updated reports. Their no is 0800 300 999.
No Heating	Depends on weather / season and circumstances.	I&H Lettings Landlord Contractor	If outside office hours or the office is closed and the weather conditions or your circumstances mean that heating is essential then contact an emergency contractor.
No Water	Yes	Water Supplier I&H Lettings Landlord Contractor	If there is no running water in the property and there is no scheduled works or power cut, contact Scottish Water 0800 0778 778.
No Hot Water	No	I&H Lettings Landlord Contractor	If our office is closed for an extended period, contact a contractor.
Plumbing Leaks	Yes if it cannot be contained and is causing damage.	I&H Lettings Landlord Contractor	Turn off the water, take care if the leak is near electrical fittings and if there is the possibility of it causing damage to other properties, alert the relevant neighbours.
Roof Leaks	Yes if leak is causing major damage or affecting an electrical fitting.	I&H Lettings Landlord Contractor	If our office is closed for an extended period, contact a contractor.
Roof Damage	Yes if it is dangerous to people or property.	I&H Lettings Landlord Contractor	If our office is closed for an extended period, contact a contractor.
Gutters/Downpipe	No unless water is causing damage inside the building or it is dangerous to people or property.	I&H Lettings Landlord Contractor	
Blocked Sink/Bath	No		Normally tenant's responsibility unless it can proved it was not caused by the tenant's actions.
Blocked Toilet	Yes if there is only one toilet in the property.		Normally tenant's responsibility unless it can proved it was not caused by the tenant's actions.

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Blocked Drains	Yes if damage is being caused.	I&H Lettings Landlord Contractor	If our office is closed for an extended period, contact a contractor.
Locks/Doors	Yes if you are unable to secure the property or have lost your keys.	I&H Lettings Landlord Contractor Police if a crime has been committed.	If our office is closed for an extended period, contact a contractor.
Broken Windows	Yes if you are unable to secure the property.	I&H Lettings Landlord Contractor Police if a crime has been committed.	If our office is closed for an extended period, contact a contractor.