

Do not use it again until you have had it checked by an electrician. If you try this and you do not find a faulty appliance and the power fails again, you should call the Emergency Repairs Service.

If electricity is vital to your health (for instance, if you use medical equipment at home) ask your electricity supplier to include you on their priority service register.

Water Emergencies

What to do if you have a Burst Pipe or Flooding:

- Turn off the water at the stopcock.
- Turn off Gas Central Heating systems. (If you have gas central heating).
- Turn on all the taps to drain the water from the pipes.
- Switch off the electricity supply at the meter if water comes into contact with electrical fittings to avoid short circuits or electrical shock.
- Contact the Emergency Repairs Service.
- Warn neighbours who might suffer damage – for example, downstairs neighbours.

What to do if you have a blocked drain or toilet

Communal drains and sewers (drains that serve more than one property) should be reported to Scottish Water 0800 077 8778.

If the drain serves only your home, you must try and unblock the drain before you contact the Emergency Repairs Service.

If our contractor unblocks the drain, we will charge you the costs of the repair.

Ochil View Housing Association Ltd.,
Registered Office: Ochil House, Marshill,
Alloa, Clackmannanshire FK10 1AB.

General Enquiries: 01259 722899
Email: customerservices@ochilviewha.co.uk
Web: www.ochilviewha.co.uk

Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Margaret Baxter,
Chief Executive and Company Secretary: Anne Smith, MA CA

Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130
Property Factor Reference PF000367



HAPPY TO TRANSLATE

Printed August 2023

Design: www.artisanoption.co.uk

Emergency Information



Emergency Contact Numbers

These phone numbers will provide services and advice in an emergency. There will be other numbers for use for routine enquiries. Contact numbers for routine calls are included in the handbook. Please do not use an emergency service if your call is not an emergency. Unnecessary calls to these numbers could prevent a person in need from getting help.

Contact	Number
Ochil View Housing Association All non-heating emergency, routine and urgent repairs within office hours	01259 722899
City Technical Services All heating repairs at all times	0333 202 0708
QAPM Ltd Electrician Plumber Joiner	07989 427 310 07827 343 775 07976 479 245
Scottish Gas Network Gas supply emergencies	0800 111 999
For power cuts: Scottish Power (24-hour Emergency Helpline)	105
For other electrical emergencies: Scottish Power Energy Networks	
From a landline	0800 092 9290
From a mobile	0330 1010 222
These numbers should be used even if another company provides your electricity.	
Scottish Water	0800 0778 778
Police, Ambulance and Fire	Non Emergency 101 Emergency 999
Clackmannanshire Council Emergency number for all services	01259 450000
Fife Council Homelessness Services Other Services	0800 028 6231 0345 155 0099

Emergency Repairs Service

We will respond to emergency repairs at any time. Contact us immediately if the emergency happens when the office is open.

Contact the Emergency Repairs Service contractor immediately if the office is closed.

What is an Emergency Repair?

This is a list of emergency repairs:

- A leak of water that cannot be contained, resulting in damage to the building fabric.
- A leak of waste water or sewage.
- A blocked toilet or drain.
- Faulty electric sockets or wiring.
- Faulty smoke detector or carbon monoxide detector.
- No central heating or hot water.

Our repair contractor will call at your home within 3 hours if you report an emergency repair. Stay at home after you report the repair. If you cannot stay at home, make arrangements for someone else to be there. Please make sure that person knows about the repair. If our contractor finds that the emergency work is the result of your (or any person in your home's) neglect, you will be recharged the cost of the repair.

Gas Central heating - what to do if you have no central heating or hot water

You should check your gas meter for any error message and ensure that any prepayment meter is in credit. Never try to make any repairs yourself. Phone the Emergency Repairs Service. Suspected gas leaks should be reported immediately to Scottish Gas Network 0800 111 999 and to our Emergency Repairs Contractor 0333 202 0708 (at all times.)

What to do if you have no electrical power

Faulty appliances or fuses in plugs cause many faults. If the electricity is cut off, check with your neighbours and call Scottish Power. There may be a general supply failure. (In most houses, we have fitted modern "Earth Leakage Circuit Breakers" (ELCB) to switch the power off if there is a fault).

In this handbook, we have called this the "Fuse Box". Check the "Fuse Box". Switch the electricity back on if one of more of these has switched it off. Remove all appliances from the circuit and switch them on one at a time. If one causes the power to go off, it may be faulty.