

USEFUL NUMBERS IN THE EVENT
OF AN EMERGENCY:

FIRE - If you have a fire or there
is the potential for a fire starting.

**Phone the fire brigade
immediately on 999**

NO WATER SUPPLY - Contact
Scottish Water

Tel: 0800 0778 778

POWER CUT - Contact SSE

Tel: 0800 300 999

GAS LEAK - If you smell gas
**contact Scottish Gas Network
immediately.**

Tel: 0800 111 999

Please find detailed below some
useful guidance (please also refer
to your tenants handbook)

BURST PIPES: Turn off the water
at the stop cock – this is usually
located near the sink.

FROZEN PIPES: Turn off water
main at stop cock. Turn off
heating and immersion heating
and let any solid fuel fire (where
there is a back boiler) die down

POWER CUT: Check no switches
have tripped on the main fuse
board. Check if your neighbours
lights are also off. If they are it is
likely there is a fault on the
electricity network.



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Scottish Charity SC027544
Company Limited by Guarantee
(SC-182862)
Landlord Registration Number:
131303/270/23030



**HELP! I HAVE AN
EMERGENCY REPAIR!
WHAT DO I DO?**



IS YOUR REPAIR AN EMERGENCY?

You need to ask yourself the following questions:

- Is there a serious health and safety risk?
- Is there a risk of serious structural damage to the property?
- If your heating isn't working do you have an alternative you can use – ie: wood burning stove/portable heaters?
- If your toilet is blocked do you have a second toilet in the property you can use?

WHO DO I CONTACT TO REPORT MY EMERGENCY REPAIR?

- Monday to Friday 9.00am – 5.00pm please contact the HSCHT office on 01463 233549
- Evenings & Weekends – please contact Hanover Commercial.
- Bank Holidays (excluding Christmas) please contact HSCHT Office 01463 233549
- Christmas Holidays – during the designated office closure, please contact Hanover Commercial. . Please note all tenants will be advised annually on office closure period.

HOW DO I CONTACT HANOVER COMMERCIAL OUT OF HOURS SERVICE?
Tel: 0345 600 1463

WHAT INFORMATION DO I NEED TO PROVIDE TO HANOVER COMMERCIAL?

The telephone number is a dedicated number for HSCHT tenants only, so Hanover call centre staff will know you are one of our tenants.

- Your name and address
- Your contact details
- The nature of the repair
- Access arrangements

WHAT HAPPENS IF I CONTACT HANOVER COMMERCIAL AND THEY TELL ME MY REPAIR IS NOT AN EMERGENCY?

Hanover Commercial have been instructed by HSCHT that a contractor should not be called out to attend to a non-emergency repair. Therefore, if your repair does not fit within the defined criteria, you will be advised to report the repair to HSCHT staff once the office re-opens.

I KNOW A LOCAL CONTRACTOR WHO I CAN CONTACT DIRECT TO FIX THE REPAIR – CAN I CALL HIM/HER MYSELF OR DO I NEED TO CALL HANOVER?

Yes, you can contact a local contractor (or able person) to attend to the repair if you wish. You must remember to let a member of HSCHT staff know that you have done this, when the office re-opens.

WHICH CONTRACTOR WILL HANOVER COMMERCIAL CONTACT?

HSCHT will provide Hanover Commercial with a list of contractors, who can attend to out of hours' repairs. If the contractor does not answer the call, Hanover staff will leave a message and details of the repair. Reasonable time will be allowed for the contractor to call back, particularly in areas where mobile signal is poor.

Depending on the nature of the repair Hanover staff will decide on how long they will wait before they try and contact another contractor on the list.

HOW WILL I KNOW WHO IS ATTENDING AND HOW LONG WILL IT TAKE FOR THEM TO ATTEND?

Hanover Commercial staff will let you know who they have contacted and they will pass your contact details to the contractor so they can contact you direct to arrange access. They will ask the contractor to confirm they have attended to the emergency repair.

WHAT WILL HAPPEN IF HANOVER COMMERCIAL CANNOT GET A CONTRACTOR TO ATTEND?

Hanover will be provided with the contact details of HSCHT staff who can authorise the use of an alternative contractor. Alternatively, as before, if you know of a contractor or able person who can deal with the repair you can contact this person direct and let us know about this when the office re-opens.

