



During office hours any maintenance issues should be reported directly to Alba St. Andrews (including emergencies). You can report maintenance problems to the office in the following ways:

Tel: 01334 470028 // Email: info@albastandrews.co.uk // Via our website: www.albastandrews.co.uk

When reporting a broken down appliance please provide us with as much information as possible including the **make, model and serial number** so that we can arrange the repair/replacement in as little time as possible.

If an emergency occurs out of office hours – (office hours are Monday to Thursday 9am – 5.30pm and Friday 9am – 5pm), you may contact one of the contractor numbers listed in the table below. Please be aware that if you call a contractor out-of-hours and the issue turns out to be non-emergency then you may be liable for the call-out costs.

Examples of emergency situations are: total loss of power, unsafe electrics and you are unable to isolate, uncontrollable water leaks and tap/s running full bore which you cannot isolate, blocked WC and there is no other WC in property, no heating or hot water during winter season with no other sources, and if the property is unsecure.

For any other emergencies that are not covered by the contractors below, you may call a member of staff from Alba St Andrews on 07957 980 652.

FOR TENANTS IN FIFE:

COMPANY	NUMBER
RB Grant Electrical	07930 229 307
Ross Aird Plumbing and Heating PLEASE NOTE – IF THE PROPERTY HAS A HOMECARE AGREEMENT FOR THE BOILER YOU MUST CALL THE COMPANY WHO SUPPLIES THE COVER AND NOT ROSS AIRD. PLEASE REFER TO THE SEPARATE HOMECARE DOCUMENTATION PROVIDED AT THE START OF YOUR TENANCY FOR CONTACT INFORMATION.	07967 412 167
Allan Tulloch Locksmith	01334 473 065 // 07760 762 477

FOR TENANTS IN EDINBURGH

COMPANY	NUMBER
CB Electrics	07894 020 266
Hilliard Heating Solutions PLEASE NOTE – IF THE PROPERTY HAS A HOMECARE AGREEMENT FOR THE BOILER YOU MUST CALL THE COMPANY WHO SUPPLIES THE COVER AND NOT ROSS AIRD. PLEASE REFER TO THE SEPARATE HOMECARE DOCUMENTATION PROVIDED AT THE START OF YOUR TENANCY FOR CONTACT INFORMATION.	07854 682 936
Red Circle Locksmiths	07759 422 566

Local Police for: Non-Emergency situations Noise Disturbances at Night (5.30pm to 03.30am.)	101
Transco for gas leaks	0800 111 999
Emergency Services – Fire, Police and Ambulance	999