

PLATINUM POINT EMERGENCY CONTRACTORS

For use out with office hours for emergencies in communal areas causing Security or Health and Safety issues.

Always follow up the emergency call-out with a phone call (0131 346 8989) or an email to the Property Manager: m-hazlewood@ross-liddell.com

PROBLEM/ISSUE	COMPANY	CONTACT
Lift breakdown (2 WHP; 1 WHD and 3 WHD)	ORONA	0845 894 9127
Lift breakdown (All other stairs)	LIFT MAINTENANCE LTD	0141 959 3601
Electricity - power failure in whole stair If Scottish Power states that there are no area supply issues	SCOTTISH POWER 24 hour Emergency Helpline AMPTEST	0800 092 9290 or 0330 1010 222 0780 490 0912 – Andy
Gas - smell of gas or supply failure to whole stair	NATIONAL GRID EMERGENCIES 24 HOUR LINE	0800 111 999
Garage shutters - if jammed shut	PP GARAGE SHUTTER REPORTING	07496 199633 7am - 10pm only
Water - Scottish Water is the first point of contact in respect of a water supply issue within PP. If Scottish Water confirm there is no external water supply issue, then contact the pump contractor	SCOTTISH WATER 24 HOUR LINE SERVICE SOLUTIONS & SYSTEMS	0800 0778 778 0784 013 6926
Plumber - water leaks / running water in communal area	ABSOLUT PLUMBING	0797 346 8103
Locksmith - where ground floor communal window or door locks have failed creating a security issue	CAPITAL LOCKS	0781 519 3075
Glazier - where ground floor communal window or door glass has failed creating a security issue	EDINBURGH GLASS & GLAZING	0131 334 6111