

## 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: [s-morrison@ross-liddell.com](mailto:s-morrison@ross-liddell.com)

PROBLEM/ISSUE	COMPANY	CONTACT
<b>Lift breakdown</b> (2 WHP; 1 WHD and 3 WHD)	ORONA	<b>0845 894 9127</b>
<b>Lift breakdown</b> (All other stairs)	KONE PLC	<b>0845 199 9999</b>
<b>Electricity</b> - power failure in whole stair  If Scottish Power states that there are no area supply issues	SCOTTISH POWER 24 hour Emergency Helpline  AMPTEST	<b>0800 092 9290</b> or <b>0330 1010 222</b>  <b>0780 490 0912</b> - Andy
<b>Gas</b> - smell of gas or supply failure to whole stair	NATIONAL GRID EMERGENCIES 24 HOUR LINE	<b>0800 111 999</b>
<b>Garage shutters</b> - if jammed shut	AES SCOTLAND	<b>01592871118</b>
<b>Water</b> - 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  RITCHIE MACKENZIE	<b>0800 0778 778</b>  <b>0141 776 6274</b>
<b>Plumber</b> - water leaks / running water in communal area	ABSOLUT PLUMBING	<b>0797 346 8103</b>
<b>Locksmith</b> - where ground floor communal window or door locks have failed creating a security issue	CAPITAL LOCKS	<b>0781 519 3075</b>
<b>Glazier</b> - where ground floor communal window or door glass has failed creating a security issue	EDINBURGH GLASS & GLAZING	<b>0131 334 6111</b>