



# PLATINUM POINT EMERGENCY CONTRACTORS

For use out with office hours for emergencies in communal areas causing Security or Health and Safety issues. During office hours call Ross & Liddell on 0131 346 8989.

**Always** follow up an emergency call-out with a phone call (0131 346 8989) or email to the Property Manager: [p-thomas@ross-liddell.com](mailto:p-thomas@ross-liddell.com)

| PROBLEM / ISSUE   | COMPANY  | CONTACT   |
|---|--|---|
| <b>Lift Breakdown (2WHP, 1WHD, 3WHD)</b>  | ORONA  | <b>0845 894 9127</b>  |
| <b>Lift Breakdown (All other stairs)</b>  | KONE PLC   | <b>0845 199 9999</b>  |
| <b>Electricity</b> – power failure in whole stair<br><br>If Scottish Power states there are no area supply issues   | SCOTTISH POWER<br>24-hour helpline<br><br>ARVET MAINTENANCE<br>(LAMPFORCE) | <b>0800 092 9290</b> or<br><b>0330 1010 222</b><br><br><b>0131 448 2229</b> |
| <b>Gas</b> – smell of gas or supply failure to whole stair  | NATIONAL GRID<br>EMERGENCIES<br>24-hour helpline                           | <b>0800 111 999</b>   |
| <b>Garage shutters</b> – if jammed shut   | INDUSTRIAL DOORS<br>SCOTLAND   | <b>0131 553 6685</b>  |
| <b>Water</b> – Scottish Water is the first point of contact in respect of a water supply issue within PP<br><br>If Scottish Water confirm there is no external water supply issue, then contact the pump contractor | SCOTTISH WATER<br>24-hour helpline<br><br>RITCHIE MACKENZIE                | <b>0800 0778 778</b><br><br><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 &<br>GLAZING   | <b>0131 334 6111</b>  |