

Reporting a Repair

Reporting a Repair during normal Office Hours:

Monday to Thursday: 8:30am to 4:30pm
Fridays: 8:30am to 4:00pm

Please telephone **0131 478 8143**.

When reporting a repair you should give as much detail as possible in order that the work required can be properly assessed. You will be informed of the length of time in which your repairs should be completed and the name of the Contractor who will attend. You should also give a contact telephone number, to enable the Contractor to contact you to arrange access.

To confirm your reported repair has been processed ARK will post you a Maintenance Works Order Acknowledgement form which will provide details of: the Contractor, the Fault Reported, and the Target Date for the Contractor to attend; as well as giving you the opportunity to provide feedback upon our performance in dealing with the repair.

All Gas Central Heating problems should be reported direct to Heatcare Oil and Gas Ltd on the number detailed at the bottom of this page.

Reporting an Emergency Repair at Night, Weekends and Holidays:

All **Emergency Repairs** required outside normal Office Hours should be reported by telephoning:

| Area | Emergency Contractor |
|---|--|
| Buckie and Forres | 1 Call Property Maintenance: 01224 638 888 |
| Aberdeen, Fraserburgh, Inverurie, Macduff, Peterhead and Portlethen | 1 Call Property Maintenance: 01224 638 888 |
| Arbroath, Blairgowrie, Forfar and Perth, Clackmannanshire, Falkirk, Fife, Lothian's, Scottish Borders | All in 1 Property Maintenance 07756 147 365 or 07810 883 676 |

Please only use these numbers only if you have a Genuine Emergency.

For ALL Gas Central Heating Repairs, please contact

Heatcare on 01343 842 042

For Gas Escapes phone Transco on 0800 111 999