

Emergency Contacts

Please note these numbers are for tenant's emergencies only, if there is a call out which is NOT an emergency then you will be charged for this call out.

GAS LEAK

If you smell Gas **contact TRANSCO immediately on 0800 111 999** and notify the Donald Ross Residential office via lettings@donaldross.co.uk

WATER LEAK

That CANNOT be contained – **contact Darwin Johnstone Gas Services on 07793 486802** or call your Landlords Homecare Package Provider direct (details provided at sign up).

That CAN be contained with basin – Please contact us within office hours on **01292 288358**

NO HEATING

Contact **Darwin Johnstone Gas Services on 07793 486802** or call your Landlords Homecare Package Provider direct (details provided at sign up).

NO HOT WATER

Contact **Darwin Johnstone Gas Services on 07793 486802** or call your Landlords Homecare Package Provider direct (details provided at sign up).

NO ELECTRICITY

If you experience a power cut, **simply call 105 for free**. 105 is the nationwide number that will put you through to your local electricity network operator - the company that manages the cables, wires and substations that bring electricity into local homes.

LOCKS/KEYS FAILURE

I & S Lock Service - 07767 010779

Kilmarnock Securirty Locksmiths - 01563 540647

ELECTRICAL FAULT

Chic Dobbie Electrical - 01292 261478

Allan Electrical - 01560 600343

NON EMERGENCIES

Visit our "Report a Problem" portal: <https://donald-ross.fixflo.com/issuereport/CreateInfo>

02/10/2024