

IMPORTANT NOTICE

Dalmuir Park Housing Association has a change of Out of hours, Emergency Repair Service Contractor.

Previously our out of hours service was provided by Saltire. They will no longer be providing this service with effect from 9.00am, Thursday 1st December 2022.

From Thursday 1st December 5.00pm we have appointed WEST DUNBARTONSHIRE COUNCIL to manage the emergency repair callout service. They will be responsible for all Joinery, Electrical and Building emergencies. Please note what constitutes an Emergency/Callout: - Repairs which could be a risk to health or safety or could lead to serious damage to your home: i.e. Storm damage, rain penetration or water leaks. If you make a call and your repair is not an emergency and could have been attended to within our routine repairs, you will be recharged the full cost of the repair.

To report an emergency out of hours repair please call the office on 0141 952 2447 and choose the appropriate option. Your call will then be forwarded to the appropriate contractor.

You may also contact West Dunbartonshire Council direct on 0800 197 1004

Reporting an Emergency to the contractor will require the following Information.

- Your name
- Your address
- Your telephone number
- A description of the emergency repair needed, in as much detail as possible

Our gas and plumbing contractor Hi-flow will continue to carry out our Gas and Plumbing out of hours emergency repairs they can be contacted on Telephone Number **0141 944 6060**.

We would like to thank you in anticipation of your co-operation with this change of contractor details and apologise in advance for any inconvenience this may cause you.

Dougie Wilson
Customer Service Team Leader