

D & I SCOTT

Newsletter

November 2009

November 2009 heralded the launch of the D & I Scott website. This can be found at www.dandiscott.co.uk and has useful information on our services. The site also provides contact details for us and out of hours emergency contacts for various contractors.

Fire Safety



In a tenement property the only escape route for the vast majority of residents is via the communal passageways and doors.

When a fire starts time is of the essence and it is vital that these escape routes remain clear at all times. It is imperative therefore that the communal entranceways, stairs and landings are cleared of all obstructions and not used as storage areas.

It is also necessary to ensure the floor surface in the passageways is free of slip or trip hazards. Any spillages should be attended to immediately and trip hazards removed. Lives could be saved if everyone takes a little time to ensure free passage out of the property for all residents.

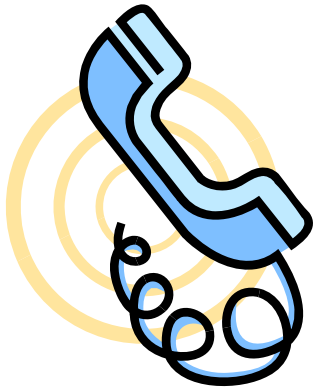
Noisy Neighbours

We receive numerous calls from owners complaining about noisy neighbours.

The most common complaints are about **loud music** being played during the early hours of the morning, which is unacceptable and disrespectful to other people living in the property. However, this problem is now being addressed by Glasgow City Council Noise Pollution Unit, who has been given the power to issue an Anti Social Behaviour Order on offending parties. This unit also deals with other noise issues such as slamming doors, loud bangs and noisy gatherings in the common close.

If you are experiencing noise issues within your property please contact the Noise Pollution Unit of Glasgow City Council on the following numbers: 0141 287 6688 (during office hours) or 0800 595595 (out of hours).

Emergency Contacts



In emergency situations, for example, a burst pipe, it is sometimes necessary to gain access to a particular flat as a matter of urgency. It is therefore vital that we have contact telephone numbers for all of our clients. It may be that your flat is being flooded or a burst pipe in your flat may be flooding the flat below. If you have not already intimated a daytime telephone number to us, or if you need to update us with your mobile number details, we would request that you contact the office at your earliest convenience. It is vital that we are able to contact the owners concerned. We have had situations where we have not been able to make contact with owners and have subsequently had to gain forced entry to a flat with the presence of the police and a locksmith to stop water flooding the flats below.

Ways to Pay

Payments can be made by cheque or in cash at our office. If you are paying by cheque, please write the invoice/reference number on the back of your cheque in order that we can process it easily.

Alternatively we can accept switch and major credit cards for payment either by telephone or in person at our office.

Online payments can now be accepted. Simply access our website at www.dandiscott.co.uk and complete the e-form with your card details. Your payment will then be processed on the next working day.

Invoices by email



Many of our clients choose to receive their quarterly invoices by email rather than a paper copy. If you would like to receive future invoices by email please email your details to info@dandiscott.co.uk or phone our office with your details and we will update our database to include your email address in the next invoice run.

Opening Hours

May we remind our clients that we are open Monday to Friday from 9.00 am to 5.00 pm, and are closed for lunch between 12.30 and 1.30 pm.

An answering service is available outwith office hours, with details of the emergency telephone numbers for plumbers.