# Council House Repairs

We carry out around 140,000 repairs, alterations and safety checks to approximately 20,000 Council homes in Edinburgh every year. Every repair we carry out is important to us.

If you need a repair in your home, please tell us by reporting it on our website and we’ll schedule an appointment to fix it www.edinburgh.gov.uk/councilhouserepairs. You can also call us on 0131 200 2345.

We aim to attend all non-urgent and non-emergency appointments within two weeks. During busy periods wait times can be longer e.g. during colder months the demand for gas engineers increases and this can affect timescales as we prioritise vulnerable people.

## What to do if you have an urgent or emergency repair

If you have an urgent or emergency repair, you should call us on 0131 200 2345. Emergencies are our highest priority and we aim to get someone out as quickly as possible. During periods of high demand this might mean someone coming out in the evening or over the weekend.

## What is an emergency and an urgent repair?

An emergency repair is something that needs to be fixed quickly because it’s a danger to health or safety. We aim to attend emergency repairs as soon as possible, usually within four hours.

An urgent repair is something that needs to be fixed quickly but isn’t an immediate risk to health and safety. We aim to attend urgent repairs as soon as possible, usually no later than the end of the next working day.

You can find a list of what is an urgent repair and what is an emergency repair below and overleaf.

## Emergency repairs – we aim to attend within four hours

|  |  |
| --- | --- |
| **TYPE OF REPAIR** | **ADVICE** |
| Significant leaks or burst tanks that cannot be contained\* | Turn off water at stopcock (usually found above door or at kitchen sink) |
| No water\* | Check stopcock is turned on. Check if your neighbours water supply is working. If not, please contact Scottish Water on **0800 0778 778** |
| Taps will not turn off \* | Turn off water at stopcock  |
| No electricity at all\* | Check if your neighbours have electricity and check trip switches/fuses in fuse box. If your neighbours have no power, please contact Scottish Power on **0800 316 3105** |
| No lights at all\* |  |
| An electrical socket or fitting has been affected by a leak\* | Turn off power at fuse box to affected area |
| Exposed electrical wires\* | Turn off power at fuse box to affected area |
| Person trapped in lift\* |  |
| Exposed lift shaft\* |  |
| Window frame needs secured\* |  |
| Window cannot be closed on ground floor\* |  |
| Make safe or secure an external door\* |  |

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| Lost keys\* |  |
| Repair/replace unusable locks on external doors\* |  |
| Fire door in multi-story will not close\* |  |
| Dangerous chimney\* |  |
| Stair lighting – stair in complete darkness\* |  |

## Urgent repairs – we aim to attend by the end of the next working day

|  |  |
| --- | --- |
| **TYPE OF REPAIR** | **ADVICE** |
| Total heating failure\* |  |
| Total water heating failure\* |  |
| Partial loss of water | Check stopcock |
| Toilet not flushing | Use plunger or break up blockage if you can |
| Blocked drains |  |
| Blocked sink/bath/wash hand basin |  |
| Repair/replace unsafe electrical fitting\* |  |
| Partial loss of lights and/or power | Check your fuse box for tripped switches  |
| Repair/replace unsafe banister rail |  |
| Lifts not working\* |  |
| Stair lighting – some lights still on |  |
| Blocked flue\* |  |
| Blocked refuse chute\* |  |
| Slipped roof tiles causing leaking roof\* |  |
| Storm damage\* |  |
| Remove offensive graffiti |  |

## What if I smell gas?

If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999 or via textphone (minicom) on 0800 371 787.

If you have the SignLive app, you can also use this service to contact the National Gas Emergency Service. SignLive provides a free 24-hour online interpreting service for British Sign Language (BSL) users.

If you are concerned about carbon monoxide you should open all windows, move outside and call the National Gas Emergency Service line above.

## Temporary facilities available

We can supply temporary heating and cooking facilities upon request. Supply of these items is based on availability and the nature of your repair. We’ll usually collect these from you, once your repair has been fixed.

## Out of hours repairs

\* We provide an emergency repair service between 5pm and 8am each day, across the weekend and bank holidays. The repairs marked with \* can be provided between these hours. Please call 0131 200 2000



If you would like the leaflet in another format such as Braille, LARGE PRINT or translation, please email its@edinburgh.gov.uk quoting reference **22-7623**.