

Dirty water or sewerage coming from a manhole or drain cover Water coming up through the ground or from a burst pipe	Scottish Water 0845 601 8855 www.scottishwater.co.uk
Smell of gas	National Gas Emergency Service 0800 111 999
Pollution or damage to the environment or wildlife	SEPA 0800 80 70 60
Flooding from rivers and natural water channels	SEPA Floodline 0845 988 1188
Rubbish lying in the common stair	Public Health 0131 608 1100 (Office hours) 0131 200 2000 (emergency) or your Neighbourhood office (see list)
Rubbish is not being collected	Waste Services – general enquiries www.edinburgh.gov.uk/waste
Problems with pests or vermin	Pest Control 0131 666 2623
Problems with neighbours We can't agree on how to resolve shared problems	Edinburgh Community Mediation 0131 624 7299
Unauthorised work being done on property	Planning Helpdesk Tel: 0131 529 3550 Or online at www.edinburgh.gov.uk
Antisocial behaviour	24 Hour antisocial behaviour hotline 0131 529 7050 or online at www.edinburgh.gov.uk or your Neighbourhood office (see list)
Noise and vibration	Public Health 0131 608 1100 (Office hours) 0131 311 3131 (Other times)

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Neighbours won't take their turn to clean the stairs	Public Health 0131 608 1100 (Office hours) 0131 200 2000 (emergency) Or contact Stair cleaning Service for advice
Bikes blocking the common stairs or passageway	Public Health 0131 608 1100 (Office hours) 0131 200 2000 (emergency) Or your neighbourhood office (see list)
Concerns about a vulnerable person	Social Care Direct 0131 200 2324 (office hours) 0800 731 6969 (emergencies)
Contacting a landlord	Private Rented Services 0131 529 7454 www.landlordregistrationscotland.gov.uk
Problems with repairs Repairs/work not up to standard	Advice Shop 0131 200 2360 CAB 0808 800 9060.
Workmen using unsafe working practices	Health and Safety Executive 0300 003 1647
Bogus workmen – cold calling Bogus workmen - rogue traders	Police 0131 311 3131 Trading Standards 0131 608 1100 Or your neighbourhood office (see list)

Neighbourhood Offices www.edinburgh.gov.uk

City Centre
1 Cockburn Street
EH1 1BJ
0131 529 7061

East
101 Niddrie Mains Road
EH16 4DS
0131 529 3111

South West
10 Westside Plaza
EH14 2ET
0131 527 3800

North
8 West Pilton Gardens
EH4 4DP
0131 529 5050

Leith
Leith Library
28-30 Ferry Road
EH6 4AE
0131 529 6170

West
81 Drum Brae Drive
EH4 7FE
0131 529 7440

South
40 Captains Road
EH17 8HN
0131 529 5151



HAPPY TO TRANSLATE

You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 12-1249A. ITS can also give information on community language translations. You can get more copies of this document by calling 0131 200 2300.

SHARED REPAIRS SERVICE EDINBURGH

Help and advice for property owners



EDINBURGH
YOUR COUNCIL - YOUR SERVICES

OUR SHARED REPAIRS SERVICE

Owning your home means you are responsible for keeping it well-maintained. Where your home is part of a building like a tenement, together with other owners, you are also responsible for the upkeep of areas or facilities you share. Organising a shared repair from start to finish can sometimes seem complicated, particularly where a number of owners are involved. This can be made simpler when support is available to guide you through each step of the process.

Our new Shared Repairs Service is here to provide guidance to help you manage the maintenance of these shared areas. We offer practical, straightforward advice on everything from inspecting your building to finding a contractor and arranging payment. The Shared Repairs Service will continue to operate a round the clock response for your emergency repairs. We can also direct you to other support services such as property factoring or mediation. The main responsibility for repairs remains with you, the homeowner. However we know, from consulting on the new service last year, there are situations where you would welcome additional support. We are retaining the legal powers allowing us to intervene to carry out repairs, and may use them as a last resort.

Advice, information and guidance

What is a shared area?

- roof
- drainage within the property boundary
- stairs
- down pipes or rhones
- paths and entrances
- door entry systems
- back greens
- boundary wall.

Together with other owners, you should check these areas regularly and organise any necessary maintenance or repairs. Shared areas or facilities in a tenement or similar building normally include the above. For a complete list of shared areas visit our website www.edinburgh.gov.uk/sharerepairs or request a leaflet "Checking Your Building".

What advice and support do we provide?

We can advise on:

- checking your building for repairs
- getting together with your neighbours to organise repairs including setting up stair meetings or an owners' association
- getting professional help with shared repairs including choosing a contractor or organising a factor
- paying for your repairs
- our emergency repairs.

Our Emergency Service

Our team is available 24/7 to respond to emergency repairs where there is a risk to public safety or public health. This could include falling slates or stones, the risk of a building collapsing, a blocked sewage system or making a building safe after a fire. We can use our legal powers to serve a notice, carry out the repair and divide the cost between owners. We also make safe potentially dangerous defects in non-residential buildings and other structures. Contact our Emergency Team on 0131 529 6778 or 0131 200 2000 after office hours.

Where can I find information about the service?

- on www.edinburgh.gov.uk/sharedrepairs
- by phoning 0131 529 6778
- by calling into to our office at City Chambers, High Street, Edinburgh EH1 1YJ
- through leaflets which you will find in libraries, neighbourhood offices or other Council buildings. You can also request them from our Customer Services Team on 0131 529 6778
- asking staff in our libraries, neighbourhood offices and other Council buildings

Shared Repairs Service Edinburgh what you can expect from us

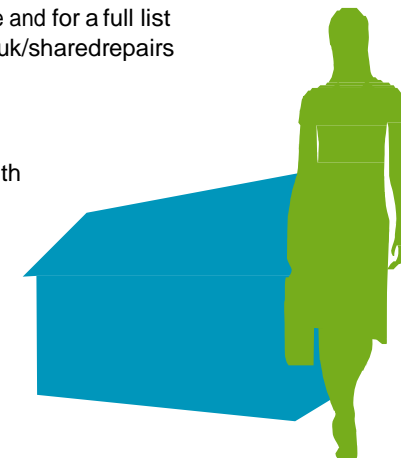
We want to make sure our service is tailored to you and that we deliver it where and when you need it. Our customer charter tells you what you can expect from us. Through our charter we guarantee:

- we will offer a free information and advice service with helpful and knowledgeable staff
- our information will be easy to understand, available in a number of formats and we will translate our material on request
- leaflets or guides will be sent to you within five working days of your request
- if you need an office interview we will offer you an appointment within five working days of your request
- we will attend an emergency within two hours from your call
- you will always deal with a named officer

We are keen to hear your views on the new service and how we could improve it. To comment on the Shared Repairs Service and for a full list of our customer standards visit www.edinburgh.gov.uk/sharedrepairs or call 0131 529 6778

Other useful information

The following handy guide tells you who to contact with problems in and around your home.



PROBLEMS WITH THE BUILDING	
Outside the building <ul style="list-style-type: none"> • Something has fallen off and looks like it may fall off a building onto a road footpath or other public area • Flooding or sewage lying outside the building 	Contact The Shared Repairs Service 0131 529 6778 (office hours) 0131 200 2000 (emergency)
Overflow pipe is constantly dripping	Public Health 0131 608 1100 (Office hours) 0131 200 2000 (emergency)
Inside the building <ul style="list-style-type: none"> • Dirty water coming up the toilet, shower, basin, sink or bath plug holes even when not in use • Basement is flooded 	The Shared Repairs Service 0131 529 6778 (office hours) 0131 200 2000 (emergency)
Water coming through ceiling not directly under the roof	Public Health 0131 608 1100 (Office hours) 0131 200 2000 (emergency)
Burst water supply pipe	Scottish Water - 0845 601 8855
Smell of gas	National Gas Emergency Service 0800 111 999
Gas central heating broken	Call a Gas Safe Registered engineer www.gassaferegister.co.uk
Electricity supply failure or fault	Scottish Power
Stair lighting isn't working	Repairs Direct 0131 200 2345
Door entry system broken	Agree with neighbours to repair Advice from New service
Problems in the street Dangerous hole in the pavement Blocked gully/drain in the street	Clarence 0800 23 23 23 (any time) In an emergency 0131 200 2000 Or your Neighbourhood office (see list)