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Client Ref	Type	Priority	Short Description	Received Date	Completion	Card Date	Cancel Date
384555301	19	1WK	Trade19 DO NOT ENTER property until assisting operative arrives 2 Person Visit 19 - 2MV - [REDACTED] - Inspection needed for various issues in property related to leaks	05/11/2025			
383489101	17	2WK	AM APPT DO NOT ENTER property until assisting operative arrives 2 Person Visit [17] [REDACTED] [Dampness in kitchen,livingroom on floor] [REDACTED] [REDACTED] [REDACTED] NF/TR	09/10/2025	21/10/2025		
383193301	19	1WK	Trade19 DO NOT ENTER property until assisting operative arrives 2 Person Visit 2PV - [REDACTED] - Please assess kitchen and livingroom walls as they seem to be bubbling.	01/10/2025			01/10/2025

380804901	3 2WK	<p>EMAILED TL Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit</p> <p> 03 - [REDACTED] - silicone around sink and bath has apparently begun to rot, please attend and assess</p>	25/07/2025 15/08/2025
380505301	2 2WK	<p>Trade02 DO NOT ENTER property until assisting operative arrives 2 Person Visit</p> <p> 02/2mv-[REDACTED] - assess and repair door, tenant reporting needs re sealed</p>	16/07/2025 25/07/2025
374296703	3 2WK	<p>Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit</p> <p> 03 - as per [REDACTED] - [REDACTED] - Bathroom; Tenant believes the bathroom of the flat above is leaking into [REDACTED] and causing [REDACTED] ceiling paper to peel off. On inspect</p>	04/03/2025 18/03/2025

374296702	71 2WK	Trade71 DO NOT ENTER property until assisting operative arrives 2 Person Visit 71 - as per [REDACTED] - [REDACTED] - Livingroom, bed1 kitchen; 3No windows allowing water ingress and draughty. Please overhaul/renew seals and gaskets as required.	04/03/2025 17/03/2025	
374296701	19 1WK	WORKING WITH [REDACTED] DO NOT ENTER property until assisting operative arrives 2 Person Visit 19- [REDACTED] -MUST PUT - PLEASE RING BUZZER BEFORE ENTRY- 2mv- Assess wall in bedroom, assess window possibly causing damage to wall.	28/01/2025 14/02/2025	
374250601	17 2WK	Trade17 DO NOT ENTER property until assisting operative arrives 2 Person Visit [17] [REDACTED] [Dampness in bathroom on ceiling] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [sounds very arranged for a dampness]	27/01/2025	28/01/2025

369921202 19 1WK 26/11/2024 28/11/2024

Trade19 DO NOT ENTER
property until assisting
operative arrives 2 Person Visit
| RE RAISED AS NOT ATTENDED
- 19 - PLEASE RING BUZZER
BEFORE ENTRY - [REDACTED] -
as per [REDACTED] - tenant
states that there is hole in [REDACTED]
well. Please can this be ch

369921201 19 1WK 04/10/2024 26/11/2024

Trade19 DO NOT ENTER
property until assisting
operative arrives 2 Person Visit
| 19 - PLEASE RING BUZZER
BEFORE ENTRY - [REDACTED] -
as per [REDACTED] - tenant
states that there is hole in [REDACTED]
wall. Please can this be
checked.

365233702 90 4HR 05/06/2024 05/06/2024

Trade90 DO NOT ENTER
property until assisting
operative arrives 2 Person Visit
| 2 Person Visit | 90 -PLEASE
RING BUZZER BEFORE ENTRY -
[REDACTED] 2MV Bathroom
light is faulty - tnt is stating its a
pull cord - tnt does not have a
window in the bathroom

365233701	90 4HR	CES Trade90 DO NOT ENTER property until assisting operative arrives 2 Person Visit 90 -PLEASE RING BUZZER BEFORE ENTRY - [REDACTED] - 90 - Bathroom light is faulty - tnt is stating its a pull cord - tnt does not have a windo	24/05/2024 24/05/2024	
365046101	3 2WK	Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit 03 - [REDACTED] - please repair chipped sink	20/05/2024	20/05/2024
364594001	17 2WK	Trade17 DO NOT ENTER property until assisting operative arrives 2 Person Visit [17] [REDACTED] [Elderly,Health] [Dampness in bedroom,kitchen on Other] [REDACTED] [REDACTED] [REDACTED]	06/05/2024 20/05/2024	

363530501	78 1D	Trade78 DO NOT ENTER property until assisting operative arrives 2 Person Visit 78 - [REDACTED] - please repair blocked sink - giving of bad smells - tenant feeling very unwell with smell as travelling throughout property	04/04/2024 05/04/2024	
363524701	3 2WK	Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit 03 [REDACTED] blocked WHB	04/04/2024	04/04/2024
363387701	90 1D	Trade90 DO NOT ENTER property until assisting operative arrives REPEAT REQUEST - 2 Person Visit [90] [REDACTED] [Health] [Electric - Storage heater not working] [REDACTED] [REDACTED] [REDACTED] [living storag	02/04/2024 03/04/2024	

362867903	90 1D	Trade90 DO NOT ENTER property until assisting operative arrives as per [REDACTED] [REDACTED] 2 Person Visit 90 - PLEASE RING BUZZER BEFORE ENTRY-90-2MV-[REDACTED] - ELD-tradesman advised tnt to leave heaters on overnight and to see what the issue is with heatin	25/03/2024 26/03/2024	
362867902	90 1D	Trade90 DO NOT ENTER property until assisting operative arrives 2 Person Visit PLEASE RING BUZZER BEFORE ENTRY-90-2MV- [REDACTED] -ELD-tradesman advised tnt to leave storage heaters on overnight and get a 1d raised for 26/03 to check to see what the issu	25/03/2024	25/03/2024
362867901	90 2WK	Trade90 DO NOT ENTER property until assisting operative arrives 2 Person Visit 90 - [REDACTED] - please repair heating in property man heater isnt working	18/03/2024 25/03/2024	

362171603 2E 2WK 03/03/2024 15/03/2024

Trade2E DO NOT ENTER
property until assisting
operative arrives NVS 2 Person
Visit | 90 - 2mj - as per [REDACTED]
[REDACTED] - 2
electricians Supply and fit
quantum 150 - no new bricks
required' tnt has a very difficult
schedule due to family obl

362171602 90 4HR 01/03/2024 01/03/2024

Trade90 DO NOT ENTER
property until assisting
operative arrives 2 Person Visit
| 90 - [REDACTED] - 2PV -
Please assess living room
heater which is causing the
electrics to all fuse and blow

362171601 2E 2WK 28/02/2024 29/02/2024

Trade2E DO NOT ENTER
property until assisting
operative arrives 2 Person Visit
| 90 - 2MV - [REDACTED] -
TNT has advised the storage
heater in the LV is not heating
up, everything is turning on fine,
however the heaters are not
warming up at all - TNT o

358819101	3 1D	Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit 03 2MV [REDACTED] Check and repair issue with taps.tnt says water tastes of chemicals .asked to call scottish water but [REDACTED] said [REDACTED] had called them and they advised was us.	05/12/2023 06/12/2023
353329604	92 2WK	Trade92 DO NOT ENTER property until assisting operative arrives 2 Person Visit 92 - [REDACTED] - tnt has reported her buzzer not working red light constantly on.	13/11/2023 24/11/2023
353329603	92 1D	Trade92 DO NOT ENTER property until assisting operative arrives 2 Person Visit re raised as was repaired for 30 mins to be same issue again- 2 Person Visit 92- [REDACTED] FAO contractors- Please assess and repair tnt s handset which has light permanentl	04/07/2023 05/07/2023

353329602	92 2WK	Trade92 DO NOT ENTER property until assisting operative arrives 2 Person Visit 92 - [REDACTED] - FAO contractors - Please assess and repair tnt s handset which has light permanently on which is causing tnt to be alert - re raised as per concierge as a	30/06/2023	18/03/2024
353329601	92 1D	Trade92 DO NOT ENTER property until assisting operative arrives 2 Person Visit 92 - [REDACTED] - FAO contractors - Please assess and repair tnt s handset which has light permanently on which is causing tnt to be alert	30/06/2023	30/06/2023
353325101	40 4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit [40] [REDACTED] [trace and repair leak from above] passed to [REDACTED] 16:15	29/06/2023 29/06/2023	

353211601	3 4HR	Trade03 re raised - 03 - [REDACTED] - please trace and repair ongoing leak as tenant reported this is still happening please call tenant before arrivign	26/06/2023 26/06/2023	
353185801	3 4HR	Trade03 03 - [REDACTED] - please trace and repair ongoing leak as tenant reported this is still happening please call tenant before arriving please assess properties above aswell if this is [REDACTED] and empty property at [REDACTED]	26/06/2023	26/06/2023
353183201	17 2WK	Trade17 17-[REDACTED] - damp survey needed for the tnt - assess dampness and follow on asap please	26/06/2023 29/06/2023	
349623302	3 2WK	Trade03 NVS 03 - F/O [REDACTED] [REDACTED] - PLS RING BUZZER FOR ACCESS - RE- RAISED - Tel No [REDACTED] - Supply and fit hot water cylinder jacket - ordered into TP leith	09/03/2023 27/03/2023	

349623301	3 1D	Trade03 03- [REDACTED] re raised as plumber as per [REDACTED] - tnt has fault with the thermostat insulation cover - fibreglass is falling off . h and s issue - needs attended asap tnt needs a replacement cover as current one is dangerous and defective and	09/03/2023	09/03/2023
349589901	90 2WK	Trade90 NVS 90- [REDACTED] - tnt has reported a faulty immersion cover - fibreglass loose - needs replaced asap this is to replace a badly damaged thermosta ins cover the tnt has re raised this as it was first reported in jan the immersion insulation cov	08/03/2023	09/03/2023
348939001	3 4HR	Trade03 03 - [REDACTED] - please trace and repair ongoing leak as tenant reported this is still happening please call tenant before arriving	20/02/2023	20/02/2023

348753502	78 4HR	Trade78 f/o from [REDACTED] plumber [REDACTED] to pick keys for void propertys at [REDACTED] Craigmillar court from the east office at niddrie inspect 6 inch stacks in both flats [REDACTED] and [REDACTED] and renew . cut out old and fix as needed as it could be a	13/02/2023	13/02/2023
348753501	3 4HR	Trade03 [03] [REDACTED] [Elderly,Health] [Kitchen/Other general leak] [REDACTED] [REDACTED] [REDACTED] [re raised. tnt has ingress from above] eld-health-reported by tnt at [REDACTED] -has water coming into property	13/02/2023	13/02/2023
348617201	3 4HR	PASSED TO [REDACTED] Trade03 MUST RING BUZZER ENTRY - 03- [REDACTED] - EL. VUL. WATER INGRESS DOWN INTO CUPBOARD OFF KITCHEN, LEAKING FROM PIPE FROM FLATS [REDACTED] . CONSTANT LEAK .	07/02/2023	07/02/2023

348134302	3 2WK	Trade03 NVS 03 - [REDACTED] - PLEASE ASSESS BOILER IMMERSION FOR NEW INSULATION COVER AS CURRENT ONE IS PERISHED. PLEASE RING BUZZER BEFORE ENTRY.	08/02/2023 07/03/2023	
348134301	90 2WK	Trade90 NVS 90 - [REDACTED] - PLEASE ASSESS BOILER IMMERSION FOR NEW INSULATION COVER AS CURRENT ONE IS PERISHED	20/01/2023	08/02/2023
348128001	40 4HR	Trade40 CES 40 - PLEASE RING BUZZER BEFORE ENTRY-please check and repair faulty bathroom light as not working properly (flickering only light) and light fitting faulty (seems disconnected) also check immersion cover - passed to [REDACTED] @ 13:35	20/01/2023 20/01/2023	
347676501	90 1D	Trade90 [90] [REDACTED] [Elderly,Health] [Electric - Storage heater not working] [REDACTED] [REDACTED] [REDACTED] [tnt has had heaters installed wrongly programmed] heat went 22 dec storage heater went off r	11/01/2023 11/01/2023	

347341601	90 1D	Trade90 [90] [REDACTED] [Elderly,Health] [Electric - Storage heater not working] [REDACTED] [REDACTED] [REDACTED] [Hall storage heater not working no form of heat]	29/12/2022	30/12/2022
347199001	11 4HR	Trade11 11- [REDACTED] - PLEASE RING BUZZER BEFORE ENTRY- As per [REDACTED] - Please deliver temp heaters	21/12/2022	01/03/2023
347175102	2E 2WK	ATTEND WITH [REDACTED] Trade2E NVS 90 - [REDACTED] -PLEASE RING BUZZER BEFORE ENTRY -As per [REDACTED] - New qm150 storage heater, including new bricks,Wiring to suit, Switched spur,	21/12/2022 10/01/2023	

347175101

90 1D

21/12/2022 21/12/2022

Trade90 HAS TO BE ATTENDED
TODAY(21/12/2022) -PLEASE
CALL [REDACTED] ON
ARRIVAL (NOT SURE THE
BUZZER IS WORKING) [90]
[REDACTED] [Elderly,Health]
[Electric - Storage heater not
working] [REDACTED]
[REDACTED]
[REDACTED]

345484301

40 4HR

04/11/2022 04/11/2022

Trade40 CES 40 -
[REDACTED] [Elderly,Health]
- PLEASE RING BUZZER
BEFORE ENTRY- please check
and repair faulty immersion as
not hot water in property -
(HORTSMAN electronic 7)
passed to [REDACTED] @ 13:37

343389301

90 1D

25/08/2022 26/08/2022

PASSED TO [REDACTED] Trade90
[90] [07916565995]
[Elderly,Health][ring buzzer for
access] [Electric shower - over
bath not getting any power]

341931703	3 1D	Trade03 RE RAISED 03 as per [REDACTED] supp FAO contractors. and fit 1.5 metre 6 inch stack with inch and a half branch, and inch and a quarter branch. leaking into property below has temp fix	19/07/2022 20/07/2022	
341931702	3 1D	BELLS WED subbie Trade03 03 as per [REDACTED] supp FAO contractors PLEASE RING BUZZER BEFORE ENTRY. . and fit 1.5 metre 6 inch stack with inch and a half branch, and inch and a quarter branch. leaking into property below has temp fix	12/07/2022	25/07/2022
341931701	3 4HR	PASSED TO [REDACTED] Trade03 03 - [REDACTED] - water leaking from main stack, boiler cupboard, pipe is located at the back tnt described	11/07/2022 11/07/2022	
341223202	1 2WK	Trade01 01 - [REDACTED] - [REDACTED] QCO - MUST RING BUZZER FOR ENTRY - Bed2; Remove and renew mastic around outside perimeter of window	15/06/2022 23/06/2022	

341223201	19 1WK	Trade19 [19][[03] [buzz for entry] [Elderly] [qco to inspect boiler cupboard for damages after water ingress]	09/06/2022 14/06/2022
341223001	3 4HR	Trade03 [03] [buzz for access][Elderly] [Kitchen, pipe work has water running down the outside of it, leaking]	09/06/2022 09/06/2022
337544501	40 4HR	Trade40 40 - CES - PLS RING BUZZER FOR ACCESS - Ten Tel No [buzz for entry] - Please attend and assess window which has water pouring in through it - PASSED TO [buzz for entry] [buzz for entry] @ 13.40PM	18/02/2022 18/02/2022
337486801	71 1D	Trade71 71 - [buzz for entry] - draught proof and overhaul Livingroom window water coming in badly	16/02/2022 17/02/2022
337093101	90 2WK	Trade90 90 [buzz for entry] Press buzzer wall socket in living room cracked and loose not dangerous. issue with stoarge nob for adjusting output has come off and the front not sitting on properly. liviing room.	15/02/2022 22/03/2022

337092401	90 2WK	Trade90 90 [REDACTED] Press Buzzer double wall socket in living room cracked and coming loose from wall not dangerous.	15/02/2022	15/02/2022
337066203	3 1D	Trade03 03 - as per [REDACTED] [REDACTED] - Leak from above, please check stacks in property [REDACTED] unable to contact tenants but concierge aware)	16/02/2022 17/02/2022	
337066202	3 1D	Trade03 03 [REDACTED] pess buzzer, check stack for issues with water.	15/02/2022 16/02/2022	
337066201	3 2WK	Trade03 03 [REDACTED] check stack for issues with water.	15/02/2022	15/02/2022
331937601	40 4HR	Trade40 CES Must ring buzzer [REDACTED] [REDACTED] Trace leak from above passed to [REDACTED] @ 1530	21/08/2021 21/08/2021	

328489401	19 1WK	Trade19/pls inspect dampness in kitchen tenant req qco also dampness in hallway - Please can you also check missing vent in the kitchen. Name: [REDACTED] [REDACTED] Note Type: WARN Desc: General Warning Note Text: **MUST PUT -PLEASE RING BUZZER BEFORE EN	29/04/2021	30/04/2021
328489101	71 4HR	Trade71 71/[REDACTED] Pls repar kitchen window vent has fallen offName: [REDACTED] [REDACTED] Note Type: WARN Desc: General Warning Note Text: **MUST PUT -PLEASE RING BUZZER BEFORE ENTRY- ON ALL JOBS RAISED**	29/04/2021	29/04/2020
302891604	15 2W	15 - 2MV - PLEASE USE BUZZER TO GAIN ENTRY - As per [REDACTED] - FAO First Call - See SORS for details	08/02/2019	22/02/2019
302891603	15 2W	15 - 2MV - Tel No: [REDACTED] -press buzzer as [REDACTED] damp survey through out after leak from above mostly kitchen hall way.	11/12/2018	25/12/2018