

Client Ref	Type	Priority	Short Description	Received Date	Completion Date	Card Date	Cancel Date
384733401	2	2WK	Trade02 [02] [REDACTED] [Internal door Reason: Hinge loose]	11/11/2025	12/11/2025		
384545801	3	1D	WORKING WITH [REDACTED] [REDACTED] NVS 90/03 as per [REDACTED] - [REDACTED] - 1day Supply and fit mira sport plumber to fit siamp float valve and push button to toilet	05/11/2025	06/11/2025		
384527001	3	1D	Trade03 [03] [REDACTED] [Shower Blocked or slow draining]	05/11/2025	05/11/2025		
384526401	3	1D	Trade03 [03] [REDACTED] [Toilet does not flush]	05/11/2025	05/11/2025		
384441901	92	2WK	Trade92 Trade 92 Dalkia as per [REDACTED] asap. Install new handset and check function. Key safe [REDACTED]	03/11/2025			

384419301	3	1D	Trade03 NVS 03 as per per [REDACTED] mobile warden leak in the bathroom sink when used and shower not working. No water coming out.	03/11/2025			07/11/2025
383398501	40	4HR	Trade40 Ces as per [REDACTED] . secure front door. passed to [REDACTED] .	07/10/2025	07/10/2025		
383336604	VOID	2WK	TradeVOID NTA - TRADE 22- LOCK CHANGE	06/10/2025	15/10/2025		
383336603	VOID	2WK	TradeVOID NTA - TRADE 29 - TURN ON AND TEST	06/10/2025	08/10/2025		
383336602	VOID	2WK	TradeVOID NTA - TRADE 96 - NTA	06/10/2025	14/10/2025		
383336601	96	8WK	Trade96 NTA - TRADE 96 - GAS SERVICE	06/10/2025	14/10/2025		
379531901	68	2WK	Trade68 681007 as per attached AP4 for Asbestos Refurbishment Survey throughout prior to Electrical upgrade - for our contractor Environtec. Keysafe [REDACTED] at front door, and master cylinder for flat access	18/06/2025	01/07/2025		
378942715	VOID	2WK	TradeVOID 2WK VHR K O BRIEN - TRADE 11 - FINAL CLEAN- extra	13/10/2025	14/10/2025		

378942714	VOID	2WK	TradeVOID NVS 2WK VHR [REDACTED] [REDACTED] - TRADE 22 - EXTRA WORK RENEW FRONT DOOR	08/10/2025	13/10/2025		
378942713	VOID	2WK	TradeVOID NVS 2WK VHR [REDACTED] [REDACTED] - JOINER RENEW FRONT DOOR WITH S/C TIMBER DOOR	16/09/2025	24/09/2025		
378942712	VOID	2WK	TradeVOID NVS 2WK VHR [REDACTED] [REDACTED] - GLAZIER 06006G x2 – A) s/f clear DG unit to kitchen window with cut out opening for extraction fan. B) S/f obscure DG unit to bathroom window with cut out opening for extraction fan	07/08/2025	19/08/2025		
378942711	VOID	2WK	TradeVOID 2WK VHR C DAY - TRADE 71 71003 x2 - a) Fit new cill in bathroom (930x100)	10/06/2025	19/08/2025		
378942710	VOID	2WK	TradeVOID 2WK VHR C DAY - TRADE 11-clean out-ETC	10/06/2025			

378942709	VOID	2WK	TradeVOID 2WK VHR C DAY - TRADE 11- final clean 110109 x 1- final clean Including a) hard brushing all wooden floors to leave dirt/dust free surfaces, b) including removing all grease stains from the cooker space side & kitchen.	10/06/2025	19/08/2025		
378942708	VOID	2WK	TradeVOID 2WK VHR C DAY - TRADE 28 08015D x1 - Full decoration required. 08006D x2 - Paint both radiators. 08004D x10 - Paint all doors.	10/06/2025	08/08/2025		
378942707	VOID	2WK	TradeVOID 2WK VHR C DAY - TRADE 96 "960014 x1- report back any issues found. 961973 x1-survy property for central heating upgrade, provide SORs, costs, back to Gas Team Leader who will raise follow on job."	10/06/2025	11/06/2025		

378942706	VOID	2WK	TradeVOID NVS 2WK VHR C DAY - TRADE 29 "90034E x1- inspect report condition of circuit wiring and accessories. 90041E x 5 Clean and test wall/Window fans, Test shower, Test mains s/alarm and heat detector – renew batteries if required. 90016E x 6 Clean s	10/06/2025	20/06/2025		
378942705	VOID	2WK	TradeVOID NVS 2WK VHR C DAY - TRADE 23 "03020P x 2- Plugs and chains. 03017P x1- renew shower, head, hose, bracket, curtain. 03004P x1- W/C Seat 03038P x1- W/Machine cone 03024P x1 reseal bath and WHB " 03022P x1 -Replace cold tap head in bathroom. 030	10/06/2025	27/06/2025		
378942704	VOID	2WK	TradeVOID NVS 2WK VHR C DAY - TRADE 25 05004T x10 - a) plaster patch throughout. b) Plaster patch inside and outside of front door. c) Screed fireplace. 05006T x4- a) Regrout tiles in the bathroom. b) Fit new tiles in the kitchen. 05002T x10 - Plaster	10/06/2025	27/06/2025		

378942703	VOID	2WK	TradeVOID NVS 2WK VHR C DAY - TRADE 22 02005J x1 - a) Fit new wieser handle to cupboard door in hall. 02017J x2 - a) Fit new pipe box in hall. b) Fit new pipe box at boiler. 02018J x3 - a) Fit new door in living room (1990x830x40) b) Fit new door in the	10/06/2025	27/06/2025		
378942702	19	2WK	Trade19 QCO Inspection - Empty Homes Inspection-C DAY	10/06/2025	31/07/2025		
378942701	VOID	2WK	TRAUMA CLEAN - KEYSAFE ON STAIR DOOR 110202 x1 Trauma clean. 110213 x1- Needles sweep. 110217 x1 - Sanitise property.	30/05/2025	06/06/2025		
378381301	3	4HR	PASSED TO [REDACTED] ----- PLEASE PASS TO CES Trade03 03 - as per [REDACTED] [REDACTED] - fao [REDACTED] - [REDACTED] - trace repair leak - if discovered isolate the water - keys @ captain road with [REDACTED]	14/05/2025	14/05/2025		
377718002	2J	2WK	Trade2J CES COVER ORDER - 3777180/1 -CANCELLED IN NORTHGATE	04/08/2025	26/04/2025		

377718001	40	4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit CES 40 - resecure front door for police - passed to [REDACTED]	27/04/2025			28/07/2025
377717702	2	2WK	Trade02 Ces callout charge	05/08/2025	26/04/2025		
377717701	40	4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit CES 40 2MV - resecure front door for police - passed to [REDACTED]	27/04/2025			28/07/2025
374078501	96	8WK	Trade96 DO NOT ENTER property until assisting operative arrives 2 Person Visit Annual Routine Service to ALL council owned gas heating appliances contained within the property.	22/01/2025	06/03/2025		

370890702	3	1D	Trade03 DO NOT ENTER property until assisting operative arrives NVS 2 Person Visit 03 - [REDACTED] - 2MV - F/on [REDACTED] - Plumber to supply and fit new wm2 trap and 5star to kitchen sink and washing machine hose - Also to re-pipe small section of	31/10/2024	01/11/2024		
370890701	3	4HR	PASSED TO [REDACTED] Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit 2 Person Visit [03] [REDACTED] As per [REDACTED] - Leak going to below property	30/10/2024	30/10/2024		
363881902	3	4HR	Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit 03 - [REDACTED] - 2MV - F/on [REDACTED] - Plumber to re-pipe section of waste pipe at wash hand basin	16/04/2024			16/04/2024

363881901	3	4HR	<p>PASSED TO [REDACTED] Trade03 DO NOT ENTER property until assisting operative arrives 2 Person Visit [03] [REDACTED] - white door in the middle] [Kitchen/Other general leak] [leak in kitchen and bathroom-causing water ingress to below in kitchen and bathro</p>	15/04/2024	15/04/2024		
362459701	71	4HR	<p>Trade71 DO NOT ENTER property until assisting operative arrives 2 Person Visit 71 - [REDACTED] - 2mv - Tenant is inside property but has lost keys and cannot secure, please carry out lock change</p>	06/03/2024	06/03/2024		
361616701	96	8WK	<p>Trade96 DO NOT ENTER property until assisting operative arrives 2 Person Visit Annual Routine Service to ALL council owned gas heating appliances contained within the property.</p>	13/02/2024	11/04/2024		

358224801	71	4HR	Trade71 DO NOT ENTER property until assisting operative arrives 2 Person Visit 71 - 2MV - [REDACTED] - Tenant explains handle/lock has snapped on front door, unable to secure property	22/11/2023	22/11/2023		
357668301	71	4HR	Trade71 DO NOT ENTER property until assisting operative arrives 2 Person Visit [71] [REDACTED] [PVC Door to property insecure. Problem with LOCK] [tenant stuck inside please attend asap]	08/11/2023	08/11/2023		
353178801	40	4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit [REDACTED] Drumdryan Street, Edinburgh, EH3 9JZ - 2 MAN VISIT lock change [REDACTED] [REDACTED] [REDACTED] [REDACTED]	26/06/2023	26/06/2023		

348009601	96	8WK	Trade96 DO NOT ENTER property until assisting operative arrives 2 Person Visit Annual Routine Service to ALL council owned gas heating appliances contained within the property.	14/02/2023	04/05/2023		
340495101	2	4HR	MORE TIME NEEDED TO REFIT DOOR AFTER [REDACTED] [REDACTED] Trade02 DO NOT ENTER property until assisting operative arrives 2 Person Visit 02 AS PER [REDACTED] [REDACTED] MAKE DOOR SAFE	18/05/2022	18/05/2022		
339696702	40	4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit [REDACTED] attending with Joiner, 2 man visit that requires 2 males, EBS is female this week	25/04/2022	25/04/2022		
339696701	40	4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit 2MV Tenant has left bath on, it is overflowing and affecting two flats - passed to [REDACTED] and EBS	25/04/2022	25/04/2022		

335376301	96	8WK	Trade96 DO NOT ENTER property until assisting operative arrives 2 Person Visit DUE MARCH 2022 - Annual Routine Service to ALL council owned gas heating appliances contained within the property.	08/02/2022	04/04/2022		
332345501	40	4HR	Trade40 DO NOT ENTER property until assisting operative arrives 2 Person Visit CES 40 - 2MV - secure front door after police forced entry - passed to [REDACTED]	04/09/2021	04/09/2021		
331250101	90	4HR	PASS TO [REDACTED] DO NOT ENTER property until assisting operative arrives 2 Person Visit 90 2MV [REDACTED] check electrics throughout.tnt reports no electrics to property and no one else in stair affected and has power on meter.	27/07/2021			27/07/2021

331149001	2	2WK	Trade02 DO NOT ENTER property until assisting operative arrives NVS 2 Person Visit 02 - F/O [REDACTED] [REDACTED] - please measure up and replace existing wooden door and door stops	22/07/2021	24/08/2021		
331142301	2	4HR	Trade02 DO NOT ENTER property until assisting operative arrives 2 Person Visit 02 [REDACTED] - tenant has advised that front door is not secure	21/07/2021			22/07/2021
331142101	90	4HR	passed to [REDACTED] Trade90 DO NOT ENTER property until assisting operative arrives 2 Person Visit 90 - [REDACTED] - please check electrics - tenant advises that socket are hanging off wall and dangerous	21/07/2021			22/07/2021
329578401	3	2WK	Trade03 DO NOT ENTER property until assisting operative arrives NVS 2 Person Visit 03- As per [REDACTED] [REDACTED] - 2 Male visits- Check under bath for previous leak	02/06/2021			28/06/2021

327780501	2	4HR	Trade02 DO NOT ENTER property until assisting operative arrives 02- [REDACTED] - 2MV- Lost house keys need lock change - letterbox is falling off	06/04/2021	06/04/2021		
326498801	3	4HR	Trade03 03 cover order for ESS11 leak into property belwo. Passed to [REDACTED] [REDACTED] on ces.	23/02/2021	23/02/2021		
326478204	96	4HR	PASSED TO [REDACTED] - CES - 22.2.21 Trade96 DO NOT ENTER property until assisting operative arrives 96 as per [REDACTED] letting agent [REDACTED] - 2MV - radiator been ripped off wall	22/02/2021	22/02/2021		
326478203	2	4HR	Trade02 DO NOT ENTER property until assisting operative arrives MUST ATTEND WITH PLUMBER As per HO [REDACTED] - Joiner to do a forced entry and lock change to allow the plumber to trace and repair leak going down into private property.	22/02/2021	22/02/2021		

326478202	2	4HR	Trade02 MUST ATTEND WITH PLUMBER As per HO [REDACTED] [REDACTED] -Joiner to do a forced entry and lock change to allow the plumber to trace and repair leak going down into private property.	22/02/2021			22/02/2021
326478201	3	4HR	CES Trade03 MUST ATTEND WITH THE JOINER AS TENANT IS NOT THERE . 03 as per [REDACTED] letting agent [REDACTED] - please trace and repair leak going to private property below [REDACTED] - getting worse and very concerned - affecting multiple rooms	22/02/2021			22/02/2021
326372001	71	4HR	Trade71 DO NOT ENTER property until assisting operative arrives 2MV-71- [REDACTED] -As per [REDACTED] [REDACTED] Force entry and lock change on this property-	17/02/2021	17/02/2021		
326356601	40	4HR	Trade40 CES 2MV Required - tnt has lost their front door keys passed [REDACTED] 07.39	17/02/2021	17/02/2021		

319041901	96	8WK	Gas Safe by 2020-08-01 Trade96 Annual Routine Service to ALL council owned gas heating appliances contained within the property.	22/04/2020	24/03/2021		
307727202	2	2W	02 2MV As per HO [REDACTED] [REDACTED] gaps around front door repair or replace if needed	02/05/2019			30/01/2020
291609902	55	2W	96 Supply and fit copper pipe to connect existing gas pipe to gas meter. This to allow TOAT carried out for new tenant. Keysafe fitted, FAO [REDACTED] [REDACTED]	14/03/2018			30/01/2020