

Frequently Asked Questions

When do you think the office will reopen?

At the moment this is impossible to predict. All we can say is that we will reopen as soon as it's safe to do so and, in the meantime, we will continue to provide as many services as we can.

Our return to the office will be on a phased basis and it is unlikely that we will be open to the public for some time yet – staff will continue to be available to deal with enquiries by telephone or email.

I'm due a gas service soon. Will that still be carried out?

Yes, servicing gas appliances is extremely important for both your health and safety and that of your neighbours. Lothian Gas will continue to carry out this vital service, employing necessary personal protection measures.

If you're worried about the risk of infection from letting a workman into your home to carry out vital safety work such as gas servicing then you may refuse however we will need to arrange to have the service done at another time. If you have an appointment booked and you or a member of your household is experiencing symptoms or has come into contact with someone suffering from COVID-19 please get in touch so we can make help you make arrangements and rebook a more suitable time slot, you can email us on info@manorestates.org.uk or phone in 0800 093 8823 Repairs or Lothian Gas direct on 0131 440 4666. We follow up all requests to delay servicing, every 14 days.

What about reporting problems with my neighbours?

This can still be done by phone, email or online and we would encourage you to report any serious issues with your neighbours to us. We will respond as quickly as possible, our target being 2 working days

Where there are serious incidents of antisocial behaviour, these should be reported to the Police on 101

What about issues with rubbish on my estate?

At times like these it's more important than ever that we all look after the areas in which we live and we would ask all tenants to be considerate to their neighbours.

For up-to-date information on waste collection, please view City of Edinburgh Council's website (<https://www.edinburgh.gov.uk/coronavirus>)