

REPAIRS AND EMERGENCIES

All repairs should be reported to **Novus on 01506 242 120 or 0131 510 8540 option 1**

this is a 24-hour manned service.

Alternatively, you can also call our Property Services team on 0131 510 8540 and select option 4.

Our office opening hours are:

Monday, Tuesday & Thursday 9am to 5pm
Wednesday 11am to 5pm
Friday 9am to 3:30pm

Alternatively, routine repairs may be reported on the Manor Estates website at:

<http://www.manorestates.org.uk/reporting-repair>

EMERGENCY REPAIRS

If an emergency occurs – a repair that threatens the safety of the occupants or the building or the loss of essential services (i.e., burst pipes, tanks, severe water penetration or failure of electric system) – please contact **Novus on 0131 510 8540 option 1**

For Gas Emergencies or repairs you can call Lothian Gas on 0131 440 4666 or 0131 510 8540 Option 2

You can also call our property services team on 0131 510 8540 and select option 4 during the office hours shown above.

Please do not report emergencies through the website

Repair Categories

EMERGENCY response within 2 hours-to make safe and secure
URGENT response within 3 working days – complete within 3 working days of any defect
ROUTINE response within 8 working days – complete within 8 working days of any defect
X EXCEPTION response within 20 working days - complete within 20 working days of any defect