

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-1166 - Emergency Out of Hours Repairs
Date: 31 August 2017 15:42:09
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[FOI-17-1166 DATA Redacted.pdf](#)

Dear [REDACTED],

Thank you for your information request of 10 August 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Could you provide a list of all emergency out of hours repairs to council properties ordered between 2am and 5am over the past three years?

When providing this information could you please break it down by date, the type of repair, time called and time the job was completed.

Please see attached.

Please note that third party names and personal details, as well as the names of ACC Officers who are below Head of Service level have been redacted from the attached report. This is because ACC considers that this information is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby give notice that we are refusing your request under the terms of Regulation 11(2) in conjunction with 11(3)(a)(i) – Personal Information - of the EIRs.

In making this decision ACC considered the following points:

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully). Third parties and ACC Officers who are below Head of Service level named within the attached documents would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice

that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

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*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

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| Select Type | |
|-----------------|----------------------|
| 11 - BLACKSMITH | |
| Code | Description |
| ▶ 11 | BLACKSMITH |
| 12 | ELECTRICIAN |
| 13 | JOINER |
| 14 | MASON |
| 15 | PAINTER |
| 16 | PLASTERER |
| 17 | PLUMBER |
| 18 | SLATER |
| 20 | ENGINEER |
| 21 | SCAFFOLDER |
| 22 | LIFT ENGINEER |
| 25 | GLAZIER |
| 27 | GAS ENGINEER |
| 30 | SPECIALIST |
| 31 | STOREPERSON |
| 33 | JOINER WORKSHOP |
| 34 | LEGIONELLA TESTER |
| 37 | LEGIONELLA CLEANER |
| 39 | RISK ASSESSMENT O... |
| 40 | DRIVER |
| 42 | ROAD WORKER |
| 43 | ROADS G6 |
| 44 | ROADS G7 |
| 45 | ROADS G8 |
| 46 | ELECTRICIAN |
| 47 | ROADS G9 |
| 48 | SIGNAGE |
| 50 | INSPECTOR |
| 51 | INSPECTOR (POST) |
| 55 | GAS CONTRACTOR |
| 56 | OTHER EXT CONT |
| 57 | NB CONSTR COMPAN... |
| 58 | NON-CHARGE EXT CO... |
| 60 | ROADS G10 |
| 61 | ROADS G11 |
| 62 | ROADS G12 |
| 63 | ROADS G13 |
| 64 | ROADS G14 |
| 65 | ROADS G15 |
| 66 | ROADS G16 |
| 67 | ROADS G17 |
| 83 | GROUNDS |
| 84 | TREE SQUAD |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2277528 | 12 | Electric power: Water leaking onto electrics; BATHROOM; lights; Fair wear and tear | 01/05/2014 02:34:39 | 01/05/2014 04:45:00 |
| 2374338 | 12 | WATER PEN ON ELEC. | 01/11/2014 03:55:00 | 01/11/2014 05:30:00 |
| 2296047 | 12 | SMOKE ALARM CONTINUALLY GOING OFF. | 09/06/2014 02:01:00 | 09/06/2014 02:00:00 |
| 2343826 | 12 | Communal: Smoke detector; unknown detector type; hall way Reported by Flat 3 s/d hanging on by wire self activating every 30 seconds | 09/09/2014 04:53:05 | 09/09/2014 06:00:00 |
| 2344424 | 12 | WATER LEAK FROM FLAT ABOVE COMING THROUGH LIGHT FITTING. ALL POWER IN FLAT HAS GONE OUT. | 10/09/2014 04:05:00 | 10/09/2014 06:00:00 |
| 2448985 | 12 | Electric power: Water leaking onto electrics; lights; lights; Fair wear and tear | 12/03/2015 02:55:22 | 12/03/2015 05:00:00 |
| 2328516 | 12 | Electric power: Smoke detector; Sound emitting continuously; unknown detector type; HALL | 12/08/2014 03:16:37 | 12/08/2014 05:30:00 |
| 2433089 | 12 | WATER LEAK FROM FLAT ABOVE THROUGH LIGHT FITTING, [REDACTED] | 13/02/2015 02:16:00 | 13/02/2015 04:30:00 |
| 2380724 | 12 | Electric power: Water leaking onto electrics; unknown; both lights and sockets; Fair wear and tear | 13/11/2014 02:55:39 | 13/11/2014 04:30:00 |
| 2364633 | 12 | *MAKE SAFE ELECTRICS IN PRIVATE FLAT 44 - WATER PEN | 16/10/2014 04:55:00 | 16/10/2014 07:00:00 |
| 2382182 | 12 | Electric power: Water leaking onto electrics; BEDROOM; lights; Fair wear and tear | 16/11/2014 03:41:31 | 16/11/2014 09:00:00 |
| 2331208 | 12 | Electric power: Smoke detector; Sound emitting continuously; unknown detector type; HALL PASSED TO STANDBY AT 03.57 | 18/08/2014 03:57:00 | 18/08/2014 06:00:00 |
| 2302478 | 12 | SILENCE FIRE ALARMS - STILL AWAITING ADT | 20/06/2014 02:17:39 | 20/06/2014 04:00:00 |
| 2334907 | 12 | Electric power: Water leaking onto electrics; unknown; both lights and sockets; Fair wear and tear water leak from flat F reported by fire brigade (police incident 60) | 23/08/2014 03:06:12 | 23/08/2014 06:00:00 |
| 2334908 | 12 | Electric power: Water leaking onto electrics; unknown; both lights and sockets; Fair wear and tear water leak from flat F reported by fire brigade (police incident 60) | 23/08/2014 03:08:13 | 23/08/2014 05:00:00 |
| 2369887 | 12 | SMOKE DETECTORS IN LIVING ROOM AND HALL SOUNDED LOUDLY URGENT | 26/10/2014 02:43:00 | 26/10/2014 05:00:00 |
| 2307076 | 12 | Communal: Communal lighting; Communal lighting - not working; All internal and external lights; ALL lights out; Fair wear and tear Reported by flat e | 29/06/2014 02:00:19 | 29/06/2014 04:00:00 |
| 2339389 | 12 | Communal: Smoke detector; unknown detector type; COMMUNAL LANDING | 31/08/2014 02:56:37 | 31/08/2014 05:00:00 |
| 2406300 | 13 | LOST KEYS - AWARE OF CHARGE | 01/01/2015 04:22:00 | 01/01/2015 06:30:00 |
| 2425455 | 13 | LOST KEYS | 01/02/2015 04:16:00 | 01/02/2015 08:30:00 |
| 2277529 | 13 | TO GAIN ENRTY - INC-36 PC-0477 | 01/05/2014 04:21:00 | 01/05/2014 06:30:00 |
| 2442815 | 13 | FORCE ENTRY FOR POLICE - CAUSE FOR CONCERN - INC 36 PC 1289 | 02/03/2015 04:34:00 | 02/03/2015 06:00:00 |
| 2261972 | 13 | TO RESECURE DOOR POLICE INC NO 27 PC 0067 | 02/04/2014 03:51:00 | 02/04/2014 06:00:00 |
| 2308472 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS Fire Brigare inc 3473 - cause for concern | 02/07/2014 04:50:36 | 02/07/2014 07:00:00 |
| 2374596 | 13 | LOST KEYS. CONFIRMATION | 02/11/2014 03:17:00 | 02/11/2014 06:00:00 |
| 2426575 | 13 | RESECURE DOOR AFTER FORCED ENTRY. INC NO 24 PC NO 0756 | 03/02/2015 04:19:00 | 03/02/2015 07:30:00 |
| 2356895 | 13 | JOINER - FRONT DOOR - LOCK FAULTY AND DOOR WILL NOT OPEN | 03/10/2014 02:04:00 | 03/10/2014 04:30:00 |
| 2444293 | 13 | Police: Board up Window; ; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 04/03/2015 02:54:53 | 04/03/2015 04:00:00 |
| 2444294 | 13 | Police: Open lockfast door; front door and change lock - inc 21 PC 0921 | 04/03/2015 03:06:57 | 04/03/2015 05:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2357647 | 13 | Locks and Fittings: Keys; lost key; crimecheck door; Property is secure; Forced entry necessary; unknown lock type; Tenant action | 04/10/2014 03:22:04 | 04/10/2014 06:00:00 |
| 2445004 | 13 | GAIN ENTRY- CAUSE FOR CONCERN - INC 0043 PC1343 | 05/03/2015 04:43:00 | 05/03/2015 07:00:00 |
| 2271460 | 13 | CONFIRMATION - POLICE JOB, CHANGE OF LOCK REQUEST FOR █████ GORT ROAD, INC NUMBER 69 SHOULDER NUMBER 1027 | 05/04/2014 03:37:00 | 05/04/2014 06:00:00 |
| 2279146 | 13 | CONFIRMATION ORDER FOR POLICE CALL OUT JOB 2278902 - JOINER TO CHANGE LOCKS - INC NO 58, SHOULDER NUMBER 6967 | 05/05/2014 04:34:00 | 05/05/2014 06:45:00 |
| 2263972 | 13 | LOST KEYS - BAG STOLEN | 06/04/2014 04:13:00 | 06/04/2014 05:30:00 |
| 2394365 | 13 | POLICE - BOARD 3 WINDOWS - SEE JOB 2394362 | 07/12/2014 04:41:00 | 07/12/2014 12:00:00 |
| 2429977 | 13 | CHANGE LOCKS | 08/02/2015 04:19:00 | 08/02/2015 09:30:00 |
| 2326752 | 13 | Police: Open lockfast door; front door | 08/08/2014 02:18:21 | 08/08/2014 04:30:00 |
| 2265709 | 13 | CONFIRMATION ONLY - RESECURE LOCK FAST DOOR - POLICE INCIDENT NUMBER 25 | 09/04/2014 02:13:00 | 09/04/2014 04:30:00 |
| 2327394 | 13 | Locks and Fittings: Lock - broken OOH; front door; Forced entry necessary; Fair wear and tear | 09/08/2014 04:54:34 | 09/08/2014 07:00:00 |
| 2312382 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS FIRE BRIGADE REQUEST DOOR BE RESECURED AFTER AN INCIDENT THERE | 10/07/2014 03:18:57 | 10/07/2014 05:30:00 |
| 2327478 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 10/08/2014 03:29:27 | 10/08/2014 05:30:00 |
| 2344423 | 13 | Police: Adhoc - Repair as described; Change locks. Police Inc 371 PC 1311.; ; ; ; ; no; IF NOT REPAIRABLE THEN PLEASE RENEW; Please advise supervisor of any work revisions; Fair wear and tear Please advise supervisor of any work revisions | 10/09/2014 03:26:38 | 10/09/2014 06:00:00 |
| 2396221 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 10/12/2014 02:26:40 | 10/12/2014 04:30:00 |
| 2431726 | 13 | POLICE JOB, JOINER TO RESECURE FRONT DOOR/CHANGE LOCKS. | 11/02/2015 03:17:00 | 11/02/2015 04:30:00 |
| 2448266 | 13 | RESECURE DOOR - INC 29 PC 1238 | 11/03/2015 04:16:00 | 11/03/2015 06:15:00 |
| 2297389 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 11/06/2014 02:56:59 | 11/06/2014 05:30:00 |
| 2362114 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 11/10/2014 03:19:25 | 11/10/2014 05:30:00 |
| 2313496 | 13 | LOST KEYS - TENANT RECHARGE | 12/07/2014 04:39:00 | 12/07/2014 07:00:00 |
| 2362216 | 13 | BOARD WINDOW 4' X 2' - INC 64 PC 1222 | 12/10/2014 03:00:00 | 12/10/2014 05:00:00 |
| 2313564 | 13 | UNABLE TO OPEN FRONT DOOR | 13/07/2014 03:14:46 | 13/07/2014 05:30:00 |
| 2346363 | 13 | Police: Board up Window; 5 windows; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS inc - 46 pc no - 0332 job passed to joiner as fault on glaziers phone couldnt contact him! | 13/09/2014 02:49:10 | 13/09/2014 06:30:00 |
| 2346365 | 13 | Police: Board up Window; 7 windows; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS inc - 54 pc - 0332 | 13/09/2014 03:09:49 | 13/09/2014 07:00:00 |
| 2380722 | 13 | Joiner to force entry due to severe water leak into flats below. | 13/11/2014 02:10:00 | 13/11/2014 04:30:00 |
| 2398322 | 13 | TENANT LOST KEYS - GAIN ENTRY | 13/12/2014 03:40:00 | 13/12/2014 06:30:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2398323 | 13 | GAIN ENTRY FOR POLICE | 13/12/2014 03:49:00 | 13/12/2014 05:30:00 |
| 2450401 | 13 | RESECURE DOOR FOR POLICE INC NO 92 PC 1213 | 14/03/2015 04:57:00 | 14/03/2015 07:00:00 |
| 2346439 | 13 | BROKEN FRONT DOOR HANDLE. | 14/09/2014 04:20:00 | 14/09/2014 07:00:00 |
| 2398489 | 13 | TENANT IN PROPERTY CANT LOCK THE DOOR. CALLED POLICE INC - GP201412130404 CONTACT - [REDACTED] | 14/12/2014 04:20:00 | 14/12/2014 06:30:00 |
| 2414580 | 13 | LOST KEY - AWARE OF CHARGE | 15/01/2015 03:27:00 | 15/01/2015 05:30:00 |
| 2330507 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; mortice lock; Fair wear and tear | 15/08/2014 03:40:01 | 15/08/2014 06:00:00 |
| 2382129 | 13 | CONFIRMATION - LOST KEYS - ADVISED OF CHARGE - | 15/11/2014 02:33:00 | 15/11/2014 05:00:00 |
| 2364630 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear keys stolen. | 16/10/2014 03:30:54 | 16/10/2014 05:30:00 |
| 2364631 | 13 | POLICE JOB - GAIN ENTRY AND RESECURE - INC 26 PC 1293 | 16/10/2014 04:32:00 | 16/10/2014 06:30:00 |
| 2382184 | 13 | GAIN ENTRY TO FLAT ABOVE FOR PLUMBER | 16/11/2014 04:23:00 | 16/11/2014 14:00:00 |
| 2416397 | 13 | POLICE REQUEST TO BOARD UP WINDOW - INC74 PC0991 | 17/01/2015 04:52:00 | 17/01/2015 07:00:00 |
| 2348024 | 13 | Police: Adhoc - Repair as described; CHANGE LOCK AT FRONT DOOR; FRONT DOOR; UNKNOWN; LOCK NEEDS CHANGED; N/A; N/A; N/A; IF NOT REPAIRABLE THEN PLEASE RENEW; Please advise supervisor of any work revisions; Fair wear and tear Please advise supervisor of an | 17/09/2014 02:17:48 | 17/09/2014 04:30:00 |
| 2452152 | 13 | POLICE INC. NO. 41 PC 0637 - POLICE REQUESTED A LOCK CHANGE | 18/03/2015 04:47:00 | 18/03/2015 07:00:00 |
| 2285175 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 18/05/2014 03:37:31 | 18/05/2014 05:45:00 |
| 2366125 | 13 | RESECURE DOOR FOR POLICE INC NO 37 PC 6875 | 18/10/2014 03:27:00 | 18/10/2014 05:30:00 |
| 2452773 | 13 | Police: Open lockfast door; front door | 19/03/2015 02:37:38 | 19/03/2015 05:00:00 |
| 2271079 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS inc no. 60 | 19/04/2014 04:46:24 | 19/04/2014 07:00:00 |
| 2453385 | 13 | Police: Open lockfast door; front door | 20/03/2015 02:11:12 | 20/03/2015 05:00:00 |
| 2316541 | 13 | Police: Open lockfast door; front door | 20/07/2014 03:03:34 | 20/07/2014 04:15:00 |
| 2350082 | 13 | CONFIRMATION ONLY : FORCE ENTRY AND SECURE DOOR AT [REDACTED] TEWART TERRACE [REDACTED] INC 59 PC 0365 | 20/09/2014 03:15:00 | 20/09/2014 05:30:00 |
| 2349872 | 13 | TO CHANGE LOCKS - LOST KEYS. DOB AND TENANCY CHECKED | 20/09/2014 04:27:00 | 20/09/2014 07:30:00 |
| 2384663 | 13 | Police: Open lockfast door; communal door INC NO. 13 PC 9016 | 20/11/2014 03:24:11 | 20/11/2014 05:30:00 |
| 2385878 | 13 | LOST KEYS. | 22/11/2014 04:39:00 | 22/11/2014 07:15:00 |
| 2334906 | 13 | Police: Open lockfast door; front door Inc 60 PC 0921 | 23/08/2014 02:38:53 | 23/08/2014 05:00:00 |
| 2404812 | 13 | FOLLOW ON JOB: For OOH Temporary repairs; Original Job No.; 2404810; gain entry for plumber; IF NOT REPAIRABLE THEN PLEASE RENEW; Fair wear and tear police info'd - inc 71 | 25/12/2014 03:32:25 | 25/12/2014 05:30:00 |
| 2305224 | 13 | Doors: Door frame - loose or damaged; External; front door; unknown frame type; property insecure; whole frame affected; Fair wear and tear | 26/06/2014 03:51:15 | 26/06/2014 06:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2353528 | 13 | Lock change - tenant has lost keys [REDACTED] Start of tenancy - June 2013 (unable to check details on Total View due to system error) | 26/09/2014 03:03:00 | 26/09/2014 05:15:00 |
| 2404898 | 13 | Unspecified; Repair as described; DOOR; FRONT DOOR; UNKNOWN; UNABLE TO GAIN ACCESS TO PROPERTY DUE TO BATHROOM DOOR BLOCKING WAY; UNKNOWN; UNKNOWN; UNKNOWN; IF NOT REPAIRABLE THEN PLEASE RENEW; Please advise supervisor of any work revisions; Fair wear and an | 26/12/2014 03:11:06 | 26/12/2014 05:15:00 |
| 2354270 | 13 | Police: Open lockfast door; front door | 27/09/2014 02:51:27 | 27/09/2014 04:45:00 |
| 2388371 | 13 | DOOR HANDLE BROKEN, CANT ENTER PROPERTY | 27/11/2014 04:36:00 | 27/11/2014 07:00:00 |
| 2274737 | 13 | Locks and Fittings: Lock - broken OOH; front door; Forced entry not necessary; unknown lock type; Fair wear and tear | 28/04/2014 02:24:00 | 28/04/2014 04:30:00 |
| 2423793 | 13 | RESECURE DOOR AFTER BEING KICKED IN - POLICE REF 174 (CALL FROM TENANT) | 29/01/2015 04:34:00 | 29/01/2015 07:00:00 |
| 2320482 | 13 | Police: Open lockfast door; front door | 29/07/2014 02:06:54 | 29/07/2014 03:00:00 |
| 2354570 | 13 | CONFIRMATION ONLY: [REDACTED] Change locks. Tenant's ex-partner has been letting herself in, tenant maintains that she should not have a key. Inc 445, Badge 0025 | 29/09/2014 02:50:00 | 29/09/2014 02:30:00 |
| 2424532 | 13 | CALL FROM POLICE - BOARD WINDOW APPROX 1 X 0.5M INC 21 PC 1311 | 30/01/2015 02:57:00 | 30/01/2015 05:15:00 |
| 2276666 | 13 | LOST KEYS - ADVISED OF CHARGE | 30/04/2014 03:59:00 | 30/04/2014 06:00:00 |
| 2321238 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS inc no - 40 pc no - 0713 | 30/07/2014 02:54:04 | 30/07/2014 05:00:00 |
| 2405837 | 13 | CHANGE LOCKS AFTER BREAK IN - ADVISED OF CHARGE. CRIME NUM,BER TO FOLLOW - TENANT CALLED BACK AS REQUESTED BY [REDACTED] REF NO CF0415021214 | 30/12/2014 04:17:00 | 30/12/2014 06:30:00 |
| 2292685 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 31/05/2014 03:05:11 | 31/05/2014 05:00:00 |
| 2339388 | 13 | Glazing: Double glazing; LOUNGE; Broken; both panes; temporary single glaze unit; clear glass; wooden frame; Vandalism; Crime Ref Num; passed to joiner as no reply from glazier | 31/08/2014 02:09:41 | 31/08/2014 04:30:00 |
| 2261110 | 17 | Pipes: Water pipe - leaking or burst; BEHIND KITCHN SINK; water supply pipe; Haven't turned water off; Electrical fittings not getting wet; Fair wear and tear | 01/04/2014 04:54:15 | 01/04/2014 09:30:00 |
| 2277527 | 17 | Pipes: Water - leaking; flat above; Fair wear and tear | 01/05/2014 02:32:33 | 01/05/2014 04:30:00 |
| 2374342 | 17 | WATER LEAK FROM BATHROOM TO DOWNSTAIRS | 01/11/2014 03:55:00 | 01/11/2014 05:15:00 |
| 2448799 | 17 | CONFIRMATION - Toilets: Toilet pan - leaking; source of leak unknown; Cannot contain leak | 03/03/2015 02:52:00 | 03/03/2015 04:10:00 |
| 2295867 | 17 | TRACE AND REPAIR WATER LEAK FROM BATHROOM | 07/06/2014 04:23:00 | 07/06/2014 06:30:00 |
| 2343821 | 17 | Kitchen Sink: Sink - blocked/leaking; leaking; n/a; Leak is NOT containable; Fair wear and tear Special needs, says the leak is going through her floor. | 09/09/2014 02:23:53 | 09/09/2014 04:30:00 |
| 2296577 | 17 | Pipes: Water - leaking; flat above; Fair wear and tear LEAK FROM FLAT ABOVE [REDACTED] | 10/06/2014 02:38:47 | 10/06/2014 05:30:00 |
| 2396988 | 17 | LEAK AT CISTERN, FLOODING BATHROOM - AS - REPORTED BY | 11/12/2014 04:45:00 | 11/12/2014 06:00:00 |
| 2448984 | 17 | Pipes: Water - leaking; flat above; Fair wear and tear | 12/03/2015 02:51:20 | 12/03/2015 04:00:00 |
| 2433090 | 17 | WATER LEAK FROM FLAT ABOVE [REDACTED] | 13/02/2015 02:17:00 | 13/02/2015 04:30:00 |
| 2415605 | 17 | WATER PEN | 16/01/2015 03:16:00 | 16/01/2015 05:30:00 |

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|---------|------|---|---------------------|---------------------|
| 2364632 | 17 | WATER PEN INTO PRIVATE FLAT BELOW | 16/10/2014 04:49:00 | 16/10/2014 06:00:00 |
| 2382183 | 17 | Pipes: Water - leaking; flat above; Fair wear and tear | 16/11/2014 03:42:31 | 16/11/2014 06:30:00 |
| 2416395 | 17 | ROOM 12 - LEAK AT HOT WATER SUPPLY PIPE TO TAP AT BASIN | 17/01/2015 04:10:00 | 17/01/2015 07:30:00 |
| 2434886 | 17 | Pipes: Water - leaking; flat above; Fair wear and tear | 17/02/2015 02:57:49 | 17/02/2015 04:00:00 |
| 2434891 | 17 | Pipes: Water - leaking; pipe; Fair wear and tear | 17/02/2015 03:58:52 | 17/02/2015 05:00:00 |
| 2365416 | 17 | WATER LEAKING FROM FLAT ABOVE | 17/10/2014 04:23:00 | 17/10/2014 06:00:00 |
| 2383978 | 17 | Pipes: Water pipe - leaking or burst; ABOVE LIVING ROOM; water supply pipe; Haven't turned water off; Electrical fittings not getting wet; Fair wear and tear | 19/11/2014 03:35:18 | 19/11/2014 05:30:00 |
| 2316627 | 17 | Pipes: Water - leaking; flat above; Fair wear and tear JOB TAKEN AT 4.28 AM | 21/07/2014 04:28:00 | 21/07/2014 06:30:00 |
| 2352817 | 17 | Pipes: Water - leaking; pipe; Fair wear and tear | 25/09/2014 03:32:14 | 25/09/2014 05:00:00 |
| 2404810 | 17 | WATER LEAK FROM COLD WATER TANK | 25/12/2014 02:30:00 | 25/12/2014 06:00:00 |
| 2458782 | 17 | water leak from flat above. electrical fittings are not getting wet. | 28/03/2015 02:43:00 | 28/03/2015 05:00:00 |
| 2354448 | 17 | Toilet flooding bathroom. When block's emergency tap is turned off the water stops but when building's main tap is turned on the water keeps pouring out of toilet. Tenant's emergency tap doesnt seem to be working. | 28/09/2014 04:40:00 | 28/09/2014 10:00:00 |
| 2394210 | 22 | SUPPLY TEMP HEATERS AS [REDACTED] REFUSED TO GO OUT AS LADY IS JUST OUT OF HOSPITAL AFTER HAVING HEART ATTACK AND ALSO HAS CANCER | 06/12/2014 03:16:00 | 06/12/2014 06:00:00 |
| 2374704 | 25 | BROKEN WINDOW IN FRONT BEDROOM. CONFIRMATION | 02/11/2014 02:24:00 | 02/11/2014 04:30:00 |
| 2415607 | 25 | KITCHEN WINDOW BROKEN & FAN OUT - DG, WOODEN FRAME - VANDALISM - POLICE INC 28 | 16/01/2015 03:56:00 | 16/01/2015 06:00:00 |
| 2416538 | 40 | DELIVER TEMPORARY HEATERS | 18/01/2015 04:13:00 | 18/01/2015 06:30:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 2544690 | 12 | FAULTY SMOKE ALARM [REDACTED] | 01/09/2015 03:46:00 | 01/09/2015 06:00:00 |
| 2462210 | 12 | WATER LEAK FROM FLAT ABOVE THROUGH ELECTRICS | 04/04/2015 03:56:00 | 04/04/2015 05:30:00 |
| 2462446 | 12 | Electric power: Water leaking onto electrics; UNKNOWN; lights; Fair wear and tear | 06/04/2015 02:57:00 | 06/04/2015 06:00:00 |
| 2564853 | 12 | SMOKE DETECTOR CONTINUOUSLY GOING OFF AND IS HARD WIRED NOT BATTERY OPERATED. | 06/10/2015 02:01:00 | 06/10/2015 04:00:00 |
| 2548145 | 12 | TO ASSIST PLUMBER WITH WATER LEAK, MAKE SAFE | 07/09/2015 02:30:00 | 07/09/2015 03:30:00 |
| 2568209 | 12 | WATER LEAKING FROM FLAT ABOVE. INTO ELECTRICS. TO BE MADE SAFE. | 11/10/2015 02:50:00 | 11/10/2015 05:00:00 |
| 2517317 | 12 | COMMUNAL HALLWAY SMOKE ALARM CONTINUALLY SOUNDING REPORTED BY FIRE BRIGADE. | 12/07/2015 02:49:00 | 12/07/2015 05:45:00 |
| 2570111 | 12 | CONFIRMATION - NO HEATING | 12/10/2015 03:29:00 | 12/10/2015 05:45:00 |
| 2517413 | 12 | WATER LEAK THROUGH SMOKE ALARM [REDACTED] | 13/07/2015 02:23:00 | 13/07/2015 05:30:00 |
| 2569079 | 12 | Electric power: Smoke detector; Sound emitting continuously; mains wired; HALL | 13/10/2015 03:31:22 | 13/10/2015 05:30:00 |
| 2671843 | 12 | Electric power: Water leaking onto electrics; kitchen; both lights and sockets; Fair wear and tear | 14/02/2016 02:58:35 | 14/02/2016 05:00:00 |
| 2503016 | 12 | Communal: Smoke detector; unknown detector type; LANDINGS | 17/06/2015 03:26:27 | 17/06/2015 05:30:00 |
| 2700274 | 12 | Communal: Smoke detector; unknown detector type; . Fire alarm activating for no reason for about 20 mins at a time. Reported by Flat a tel at request of fire brigade. | 18/02/2016 04:18:35 | 18/02/2016 06:00:00 |
| 2523722 | 12 | Electric power: Smoke detector; Sound emitting continuously; mains wired; . | 24/07/2015 02:32:54 | 24/07/2015 04:30:00 |
| 2524461 | 12 | SMOKE ALARM SELF ACTIVATING ALL NIGHT | 25/07/2015 02:15:00 | 25/07/2015 04:30:00 |
| 2932799 | 12 | WATER LEAK IN TO ELECTRICS | 26/03/2016 04:41:00 | 26/03/2016 06:45:00 |
| 2636225 | 12 | Electric power: Smoke detector; Bleeping; unknown detector type; UNKNOWN | 29/01/2016 03:33:12 | 29/01/2016 06:00:00 |
| 2951218 | 12 | Electric power: No lights or power; light circuit only affected; Fair wear and tear | 29/03/2016 02:01:17 | 29/03/2016 04:00:00 |
| 2579201 | 12 | Electric power: Smoke detector; Sound emitting continuously; unknown detector type; n/a reported by | 29/10/2015 02:01:23 | 29/10/2015 08:00:00 |
| 2637163 | 12 | Electric power: No lights or power; light circuit only affected; Fair wear and tear LIGHTS NOT WORKING, SPARKING IN FUUSE BOX | 30/01/2016 02:04:03 | 30/01/2016 05:00:00 |
| 2492937 | 12 | WATER PEN THROUGH ELECTRICS | 30/05/2015 04:51:00 | 31/05/2015 10:45:00 |
| 2579913 | 12 | Electric power: No lights or power; power circuit only affected; Fair wear and tear | 30/10/2015 03:26:32 | 30/10/2015 08:00:00 |
| 2544688 | 13 | TO FORCE ENTRY CONCERN FOR POLICE INC NO 13 PC 1220 | 01/09/2015 02:47:00 | 01/09/2015 05:00:00 |
| 2638501 | 13 | POICE JOB: resecure door inc:28 pc:0016 | 02/02/2016 02:54:00 | 02/02/2016 05:00:00 |
| 2477692 | 13 | TENANT LOST KEYS - GAIN ENTRY | 02/05/2015 04:46:00 | 02/05/2015 06:00:00 |
| 2462207 | 13 | NEW DOOR / RESECURE DOOR INC 0018 PC 0008 | 04/04/2015 02:07:00 | 04/04/2015 05:30:00 |
| 2512858 | 13 | LOST KEYS - CHARGEABLE - | 04/07/2015 02:39:00 | 04/07/2015 04:45:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2563902 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 04/10/2015 03:57:18 | 04/10/2015 06:00:00 |
| 2513007 | 13 | LOST KEYS - TO BE CHARGED FOR REPAIR | 05/07/2015 02:00:00 | 05/07/2015 04:30:00 |
| 2617716 | 13 | LOCKED INSIDE PROPERTY. FAULTY LOCK | 06/01/2016 04:44:00 | 06/01/2016 07:00:00 |
| 2813682 | 13 | Police: Board up Window; Living room; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS Incident 70, badge 1237. | 06/03/2016 03:38:34 | 06/03/2016 06:00:00 |
| 2585196 | 13 | CONFIRMATION ONLY: JOINER REQUESTED TO RE-SECURE DOOR AT ██████████ KERLOCK PLACE ██████████ INC 50 PC 1009 | 06/11/2015 04:15:00 | 06/11/2015 06:00:00 |
| 2548143 | 13 | POLICE JOB, RESECURE, INC:0001, PC:0808 | 07/09/2015 02:00:00 | 07/09/2015 03:00:00 |
| 2585208 | 13 | CONFIRMATION ONLY: JOINER REQUESTED TO RESECURE DOOR AT : - INC 41 PC 8919 | 07/11/2015 02:34:00 | 07/11/2015 04:30:00 |
| 2464676 | 13 | CONFIRMATION ONLY - RESECURE DOOR - INC36/PC0025 | 09/04/2015 03:03:00 | 09/04/2015 06:00:00 |
| 2464566 | 13 | FIRE BRIGADE INC: 299 RESECURE DOOR | 09/04/2015 04:23:00 | 09/04/2015 08:00:00 |
| 2498732 | 13 | Police: Open lockfast door; front door | 10/06/2015 03:20:17 | 10/06/2015 04:30:00 |
| 2846031 | 13 | DOOR POSSIBLY JAMMING. REPORTED BY CCTV | 11/03/2016 02:42:00 | 11/03/2016 04:00:00 |
| 2517497 | 13 | CONFIRMATION ONLY - Police requested OOH Joiner to force entry due to cause for concern at block ██████████ Balnagask Road. Flat is on first floor but officers unsure of exact flat number/letter. Officers on-site to direct joiner. Incident 378, badge 0991. | 11/07/2015 03:46:00 | 11/07/2015 09:00:00 |
| 2606779 | 13 | Police: Open lockfast door; front door INC NO. 28 | 11/12/2015 02:49:45 | 11/12/2015 05:00:00 |
| 2500314 | 13 | Police: Board up Window; unknown; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 12/06/2015 02:41:50 | 12/06/2015 05:00:00 |
| 2670303 | 13 | Police: Open lockfast door; front door | 13/02/2016 04:06:03 | 13/02/2016 06:45:00 |
| 2501142 | 13 | RESECURE DOOR FOR POLICE - INC 0044 PC 1370 | 13/06/2015 03:15:00 | 13/06/2015 05:20:00 |
| 2671829 | 13 | Locks and Fittings: Keys; broken key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 14/02/2016 02:48:36 | 14/02/2016 04:30:00 |
| 2466903 | 13 | POLICE JOB - INCIDENT NUMBER 17, BADGE NUMBER 0991 RESECURE FRONT DOOR. | 14/04/2015 03:57:00 | 14/04/2015 05:15:00 |
| 2483590 | 13 | Police: Adhoc - Repair as described; gain entry; front door; n/a; n/a; n/a; n/a; n/a; IF NOT REPAIRABLE THEN PLEASE RENEW; Please advise supervisor of any work revisions; Fair wear and tear Please advise supervisor of any work revisions | 14/05/2015 03:56:29 | 14/05/2015 05:00:00 |
| 2551594 | 13 | POLICE REQUESTING JOINER TO GAIN ENTRY. INCIDENT 375 OC 1323 | 14/09/2015 04:03:00 | 14/09/2015 06:00:00 |
| 2551595 | 13 | POLICE REQUESTING JOINER TO GAIN ENTRY INCIDENT 12 PC NOT PROVIDED | 14/09/2015 04:30:00 | 14/09/2015 07:00:00 |
| 2535778 | 13 | LIVING ROOM WINDOW IS HANGING OFF BY THE HINDGES | 15/08/2015 03:48:00 | 15/08/2015 05:30:00 |
| 2552363 | 13 | Police: Open lockfast door; front door | 15/09/2015 04:54:39 | 15/09/2015 07:00:00 |
| 2536009 | 13 | CONFIRMATION ONLY: FORCE ENTRY CAUSE FOR CONCERN INC 44 P.C.1042 | 16/08/2015 03:41:00 | 16/08/2015 06:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 2589823 | 13 | CONFIRM - KEY BROKEN IN LOCK ON INSIDE OF DOOR - DOOR CAN ONLY BE LOCKED FROM INSIDE - REPORTED BY [REDACTED] | 16/11/2015 02:45:00 | 16/11/2015 05:00:00 |
| 2503017 | 13 | Locks and Fittings: Lock - broken OOH; front door; Forced entry necessary; Fair wear and tear | 17/06/2015 03:36:41 | 17/06/2015 05:45:00 |
| 2553765 | 13 | Police: Board up Window; nknown; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 17/09/2015 02:41:59 | 17/09/2015 04:45:00 |
| 2554539 | 13 | CONFIRMATION ONLY: JOINER REQUESTED TO ASSIST WITH LOCK CHANGE AT [REDACTED] VIRGINIA COURT. [REDACTED] INC 26 PC 0664 | 18/09/2015 03:04:00 | 18/09/2015 05:15:00 |
| 2469621 | 13 | Police: Board up Window; .; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 19/04/2015 03:22:14 | 19/04/2015 05:00:00 |
| 2504478 | 13 | Joiner to board up living room window after it was smashed by vandals. Crime reference number | 19/06/2015 02:56:00 | 19/06/2015 05:00:00 |
| 2611179 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 20/12/2015 02:01:23 | 20/12/2015 04:00:00 |
| 2630099 | 13 | Locks and Fittings: Handle - broken or missing; internal door; bedroom; lever handle; Fair wear and tear | 21/01/2016 02:06:15 | 21/01/2016 04:30:00 |
| 2487582 | 13 | LOST KEYS | 21/05/2015 04:30:00 | 21/05/2015 07:30:00 |
| 2505504 | 13 | CONFIRMATION ONLY: [REDACTED] SCHOOL AVENUE - RESECURE DOOR INC 19 PC0466 | 21/06/2015 04:28:00 | 21/06/2015 05:30:00 |
| 2594090 | 13 | FORCE ENTRY REPLACE LOCK | 21/11/2015 04:15:00 | 21/11/2015 06:30:00 |
| 2630873 | 13 | Police: Open lockfast door; front door inc 49 PC 1286 | 22/01/2016 03:30:11 | 22/01/2016 04:30:00 |
| 2631786 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 23/01/2016 02:21:31 | 23/01/2016 04:30:00 |
| 2914710 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 23/03/2016 03:11:16 | 23/03/2016 06:00:00 |
| 2914727 | 13 | LOST KEYS | 23/03/2016 04:19:00 | 23/03/2016 07:30:00 |
| 2539796 | 13 | LOST KEYS CONTACT NO: [REDACTED] | 23/08/2015 04:37:00 | 23/08/2015 07:30:00 |
| 2556995 | 13 | POLICE JOB - CHANGE LOCKS - INC 13 PC 1213 | 23/09/2015 04:28:00 | 23/09/2015 06:30:00 |
| 2631918 | 13 | Police: Open lockfast door; front door inc 353 PC 1297 | 24/01/2016 02:03:20 | 24/01/2016 04:30:00 |
| 2489093 | 13 | Police: Board up Window; UNKNOWN; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS POLICE RANG BACK TO REQUEST JOINER AGAIN AS FIRE BRIGADE HAD NOTICED SOME WINDOWS WHICH NEEDED BOARDING UP. INC 0622 PC 9825 | 24/05/2015 02:07:38 | 24/05/2015 05:30:00 |
| 2523721 | 13 | KEY BROKEN IN LOCK | 24/07/2015 02:01:00 | 24/07/2015 04:00:00 |
| 2613108 | 13 | POLICE - BOARD 2 WINDOWS, APPROX 1 X 1.5M - INC 50 PC 1309 | 24/12/2015 04:46:00 | 24/12/2015 07:00:00 |
| 2752478 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action Mugged | 25/02/2016 03:22:44 | 25/02/2016 05:30:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2633125 | 13 | POLICE. GAIN ENTRY CAUSE FOR CONCERN. INCIDENT NUMBER 16. PC0433 | 26/01/2016 02:01:00 | 26/01/2016 04:15:00 |
| 2597504 | 13 | INC:28 SHOULD: A8919 Police: Open lockfast door; front door | 26/11/2015 03:29:35 | 26/11/2015 05:30:00 |
| 2933947 | 13 | Police: Board up Window; 2 X WINDOWS; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 27/03/2016 02:19:09 | 27/03/2016 04:30:00 |
| 2933979 | 13 | ASSIST PLUMBER WITH WATER PEN | 27/03/2016 02:53:00 | 27/03/2016 05:30:00 |
| 2509770 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS incident number: 41 27-06-2015 shoulder number: 1037 | 27/06/2015 02:28:58 | 27/06/2015 05:00:00 |
| 2542430 | 13 | TENNANT HAS LOST KEYS AND IS LOCKED INSIDE PROPERTY. ADVISED BY GRAMPIAN POLICE. POLICE ADVISED CUSTOMER THAT JOB WOULD BE CHARGABLE AND TENNANT RESPONSABLE FOR CHARGE. INCIDENT NUMBER 42 | 27/08/2015 04:28:00 | 27/08/2015 07:00:00 |
| 2613715 | 13 | TENANT LOST KEYS. JOINER TO FORCE ENTRY. | 27/12/2015 04:33:00 | 27/12/2015 07:00:00 |
| 2509819 | 13 | CONFIRMATION LOST KEY | 28/06/2015 04:34:00 | 28/06/2015 07:30:00 |
| 2578213 | 13 | Police: Board up Window; kitchen window at back of property; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS crime ref no: gp20151028-0012 | 28/10/2015 02:17:20 | 28/10/2015 05:00:00 |
| 2599018 | 13 | CAUSE FOR CONCERN INC-82 PC-1324 | 28/11/2015 04:54:00 | 28/11/2015 07:00:00 |
| 2492161 | 13 | LOST KEYS | 29/05/2015 04:54:00 | 29/05/2015 07:00:00 |
| 2543668 | 13 | POLICE JOB. JOINER REQUESTED TO RESECURE DOOR. INCIDENT NUMBER 6 SHOULDER NUMBER 0664 | 29/08/2015 02:58:00 | 29/08/2015 06:30:00 |
| 2543669 | 13 | TENNANT HAS LOST KEYS . IS AWARE OF CHARGE | 29/08/2015 03:18:00 | 29/08/2015 07:30:00 |
| 2543671 | 13 | TENNANT HAS LOST KEYS. TENNANT IS AWARE OF CHARGE. | 29/08/2015 04:57:00 | 29/08/2015 08:30:00 |
| 2599145 | 13 | POLICE JOB: GAIN ENTRY, INC:97, PC:1347 | 29/11/2015 04:26:00 | 29/11/2015 06:30:00 |
| 2527444 | 13 | CONFIRMATION ONLY - CAUSE FOR CONCERN, JOINER TO FORCE ENTRY - PC 35 / PC 0477 | 30/07/2015 03:43:00 | 30/07/2015 05:45:00 |
| 2543753 | 13 | Locks and Fittings: Keys; lost key; crimecheck door; Property is secure; Forced entry necessary; unknown lock type; Tenant action Contact telephone [REDACTED] | 30/08/2015 02:56:32 | 30/08/2015 05:00:00 |
| 2528015 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 31/07/2015 03:19:26 | 31/07/2015 05:30:00 |
| 2528016 | 13 | FORCE ENTRY. TO ASSIST PLUMBER. RAISED VIA POLICE. INC 360 PC 1228. CAUSE FOR CONCERN FROM UNKNOWN NOISE. OVER FLOW PIPE POURING WITH WATER. | 31/07/2015 04:51:00 | 31/07/2015 07:00:00 |
| 2544689 | 17 | CHECK OUT BANGING PIPES FROM FLAT ,KEEPING OTHER TENANTS AWAKE POLICE INC NO 13 PC 1220 | 01/09/2015 03:20:00 | 01/09/2015 04:30:00 |
| 2545352 | 17 | Pipes: Water pipe - leaking or burst; .; water supply pipe; Haven't turned water off; Electrical fittings not getting wet; Fair wear and tear [REDACTED] | 02/09/2015 02:30:00 | 02/09/2015 03:30:00 |
| 2477798 | 17 | TRACE AND REPAIR WATER LEAK IN BATHROOM | 03/05/2015 04:08:00 | 03/05/2015 06:30:00 |
| 2462444 | 17 | Pipes: Water - leaking; pipe; Fair wear and tear | 06/04/2015 02:57:00 | 06/04/2015 04:30:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2497026 | 17 | Pipes: Water pipe - leaking or burst; UNDER KITCHEN SINK; water supply pipe; Turned water off; Hot water pipe; Electrical fittings not getting wet; Fair wear and tear | 06/06/2015 02:10:48 | 06/06/2015 04:30:00 |
| 2566716 | 17 | LEAKING COMING FORM WASTE PIPE OUTSIDE. | 08/10/2015 03:25:00 | 08/10/2015 05:00:00 |
| 2622030 | 17 | UNBLOCK BALCONY DRAIN, GROUND FLOOR | 10/01/2016 03:21:00 | 10/01/2016 05:00:00 |
| 2550100 | 17 | WATER PEN FROM FLAT ABOVE | 10/09/2015 02:04:00 | 10/09/2015 05:00:00 |
| 2568211 | 17 | WATER LEAK FROM FLAT ABOVE. | 11/10/2015 03:18:00 | 11/10/2015 04:30:00 |
| 2660671 | 17 | Toilets: Toilet pan - leaking; source of leak unknown; Cannot contain leak Elderly / vulnerable tenant. Knock on front window for access. | 12/02/2016 03:57:10 | 12/02/2016 05:30:00 |
| 2568305 | 17 | TRACE AND REPAIR WATER LEAK - REPORTED BY SCOTTISH WATER [REDACTED] | 12/10/2015 04:08:00 | 12/10/2015 06:15:00 |
| 2517414 | 17 | WATER LEAK THROUGH ELECTRICS [REDACTED] | 13/07/2015 02:23:00 | 13/07/2015 03:30:00 |
| 2671836 | 17 | Pipes: Water - leaking; pipe; Electrical fittings are getting wet; Fair wear and tear | 14/02/2016 02:57:24 | 14/02/2016 04:30:00 |
| 2627020 | 17 | Pipes: Water - leaking; pipe; Electrical fittings not getting wet; Fair wear and tear | 16/01/2016 03:29:27 | 16/01/2016 05:30:00 |
| 2707953 | 17 | Trace and repair water leak into flat below | 19/02/2016 04:52:56 | 19/02/2016 07:30:00 |
| 2897425 | 17 | Toilets: Cistern - leaking (from flush or supply pipe); unknown source; Fair wear and tear | 21/03/2016 02:27:00 | 21/03/2016 04:00:00 |
| 2932781 | 17 | WATER LEAK FROM FLAT ABOVE INTO ELECTRICS IN BATHROOM. | 26/03/2016 04:31:00 | 26/03/2016 07:00:00 |
| 2933954 | 17 | WATER PEN FROM FLAT ABOVE [REDACTED] | 27/03/2016 02:50:00 | 27/03/2016 04:00:00 |
| 2959739 | 17 | Pipes: Water pipe - leaking or burst; TOILET; water supply pipe; Haven't turned water off; Electrical fittings not getting wet; Fair wear and tear | 30/03/2016 03:05:19 | 30/03/2016 05:15:00 |
| 2492936 | 17 | WATER PEN FROM FLAT ABOVE | 30/05/2015 04:49:00 | 30/05/2015 10:00:00 |
| 2528017 | 17 | WATER LEAK FROM OVER FLOW . POLICE IN ATTENDANCE. INC 360 PC 1228. | 31/07/2015 04:56:00 | 31/07/2015 07:00:00 |
| 2615553 | 25 | Glazing: Single glazing; living room; clear glass; PVCu; smashed pane; Vandalism; Crime Ref Num; inc 184 aware of charge | 01/01/2016 04:28:30 | 01/01/2016 11:00:00 |
| 2581693 | 25 | Glazing: Double glazing; LIVING ROOM; Broken; both panes; temporary single glaze unit; clear glass; unknown frame type; Vandalism | 03/11/2015 02:50:19 | 03/11/2015 05:00:00 |
| 2530961 | 25 | [REDACTED] WEST NORTH STREET. BROKEN BEDROOM WINDOW. ENTER BUILDING THROUGH MAIN BUILDING [REDACTED] REPORTED BY | 06/08/2015 03:54:00 | 06/08/2015 06:00:00 |
| 2611180 | 25 | Glazing: Double glazing; LIVING ROOM; Broken; both panes; temporary single glaze unit; clear glass; wooden frame; Vandalism; Crime Ref Num; 85 | 20/12/2015 04:02:30 | 20/12/2015 06:00:00 |
| 2559131 | 25 | Glazing: Double glazing; living room; Broken; both panes; temporary single glaze unit; clear glass; unknown frame type; Vandalism; Crime Ref Num; GP | 26/09/2015 03:35:12 | 26/09/2015 07:30:00 |
| 2933961 | 25 | . CRIME REF 0087990316. Glazing: Double glazing; WINDOW; Broken; only one pane; maxam tape broken pane; Vandalism | 27/03/2016 02:52:28 | 27/03/2016 07:00:00 |
| 2796038 | 27 | Heating External Contractors: Gas system; ACC Gas Registered Plumber; No heating or hot water; Tenant's contact no [REDACTED] Fair wear and tear | 03/03/2016 03:07:35 | 03/03/2016 07:30:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 2512857 | 27 | NO HEATING [REDACTED] | 04/07/2015 02:25:00 | 04/07/2015 03:30:00 |
| 2707946 | 27 | *****CHARGE CODE APPLIED AS PER BOILER NOT FAULTY PROBLEM CAUSED BY TENANT ***** Heating External Contractors: Gas system; ACC Gas Registered Plumber; No heating or hot water; Tenant's contact no. [REDACTED] Fair wear and tear | 19/02/2016 04:18:13 | 19/02/2016 06:30:00 |
| 2543670 | 27 | Toilets: Toilet - blocked; Fair wear and tear Toilet flooding bathroom floor, reported by DOH Mobile Wardens | 29/08/2015 03:26:25 | 29/08/2015 06:00:00 |
| 2778260 | 55 | NO HEATING OR HOT WATER | 01/03/2016 04:25:00 | 01/03/2016 16:00:00 |
| 2812713 | 55 | Heating External Contractors: Gas system; No Heating; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no. [REDACTED] Fair wear and tear | 05/03/2016 02:22:49 | 05/03/2016 16:00:00 |
| 2617715 | 55 | Heating External Contractors: Gas system; Leak at boiler; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 06/01/2016 03:46:38 | 06/01/2016 16:00:00 |
| 2606107 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear ELDERLY TENANT | 10/12/2015 02:38:09 | 10/12/2015 16:00:00 |
| 2606780 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 11/12/2015 02:56:44 | 11/12/2015 16:00:00 |
| 2606781 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 11/12/2015 03:48:55 | 11/12/2015 16:00:00 |
| 2623254 | 55 | Heating External Contractors: Gas system; Leak at radiator; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no. [REDACTED] Fair wear and tear | 12/01/2016 03:33:06 | 12/01/2016 16:00:00 |
| 2660657 | 55 | Heating External Contractors: Gas system; Leak at boiler; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear Brown liquid coming from boiler. Also no heating or hot water. | 12/02/2016 02:05:52 | 11/02/2016 16:00:00 |
| 2670286 | 55 | Heating External Contractors: Gas system; Gas Leak; smell of gas in kitchen.; TO BE ATTENDED TO WITHIN 1 HOUR; Tenant's contact no.; Fair wear and tear TRANSCO REF. 51722269 | 13/02/2016 02:46:48 | 13/02/2016 16:00:00 |
| 2607571 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 13/12/2015 02:05:46 | 13/12/2015 16:00:00 |
| 2864018 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 15/03/2016 02:39:45 | 15/03/2016 16:00:00 |
| 2682268 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 16/02/2016 02:25:41 | 16/02/2016 16:00:00 |
| 2682275 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 16/02/2016 03:21:12 | 16/02/2016 16:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 2895227 | 55 | GAS BOILER - NO HEAT OR HOT WATER | 19/03/2016 04:48:00 | 19/03/2016 16:00:00 |
| 2629205 | 55 | LEAK AT THE BOILER GOING INTO SMOKE DETECTOR. CONTACT | 20/01/2016 04:55:00 | 20/01/2016 16:00:00 |
| 2897440 | 55 | Heating External Contractors: Gas system; Gas Leak; SMELL OF GAS IN KITCHEN; TO BE ATTENDED TO WITHIN 1 HOUR; Tenant's contact no.; Fair wear and tear PASSED OVER THE PHONE AT 02:56 TRANSCO NO 51773659 | 21/03/2016 02:56:00 | 21/03/2016 16:00:00 |
| 2631789 | 55 | NO HEATING OR HOT WATER [REDACTED] | 23/01/2016 04:32:00 | 23/01/2016 16:00:00 |
| 2613556 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear | 26/12/2015 03:05:49 | 26/12/2015 16:00:00 |
| 2636224 | 55 | Heating External Contractors: Gas system; Heating on all the time; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear HEATING ON CONSTANTLY. | 29/01/2016 02:28:04 | 11/02/2016 16:00:00 |
| 2636226 | 55 | NO HEATING OR HOT WATER [REDACTED] | 29/01/2016 04:47:00 | 29/01/2016 16:00:00 |
| 2951225 | 55 | Heating External Contractors: Gas system; No heating or hot water; TO BE ATTENDED TO WITHIN 4 HOURS; Tenant's contact no.; Fair wear and tear ELDERLY TENANT | 29/03/2016 02:43:26 | 29/03/2016 16:00:00 |
| 2467491 | 56 | BLOOD IN COMMUNAL AREA | 15/04/2015 03:27:00 | 28/04/2015 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 3867240 | 12 | Electric power: Water leaking onto electrics; BEDROOM AND LIVING ROOM; lights; Fair wear and tear | 06/09/2016 02:30:00 | 06/09/2016 03:30:00 |
| 4446298 | 12 | Communal: Smoke detector; mains wired; communal | 08/12/2016 02:51:30 | 08/12/2016 04:30:00 |
| 4446308 | 12 | SMOKE ALARM IS CHIRPING | 08/12/2016 04:45:00 | 08/12/2016 07:00:00 |
| 4986290 | 12 | CONFIRMATION ONLY FOR THE CALL OUT JOB NO 4976597 - SOUNDING SMOKE DETECTORS ON FIRTS AND THIRD FLOORS AS PER [REDACTED] | 09/03/2017 04:00:00 | 09/03/2017 06:30:00 |
| 4066331 | 12 | NO POWER, ELECTRICIAN CALLED AT 3:36AM | 10/10/2016 04:00:00 | 10/10/2016 06:00:00 |
| 3028301 | 12 | SELF-ACTIVATING SMOKE ALARM - GOING OFF EVERY 20 MINUTES | 11/04/2016 02:39:00 | 11/04/2016 04:30:00 |
| 3239775 | 12 | WATER LEAKING THRU ELECTRICS | 17/05/2016 02:49:00 | 17/05/2016 04:45:00 |
| 4658091 | 12 | SMOKE DETECTOR IS BLEEPING INTERMITTANTLY. TENANT HAS TRIED TO SILENCE BY PRESSING TEST BUTTON AND SMOKE ALARM HAS FALLEN FROM CEILING AND IS DANGLING BY WIRES. | 19/01/2017 05:00:00 | 19/01/2017 07:00:00 |
| 3260924 | 12 | Electric power: Water leaking onto electrics; All; both lights and sockets; Fair wear and tear Overflow bath from flat above | 20/05/2016 02:26:51 | 20/05/2016 04:30:00 |
| 3776254 | 12 | Electric power: Water leaking onto electrics; Bedroom; lights; Fair wear and tear [REDACTED] | 20/08/2016 02:58:03 | 20/08/2016 05:00:00 |
| 4675170 | 12 | Electric power: Water leaking onto electrics; ; lights; Fair wear and tear Water through smoke detector of private property below | 22/01/2017 02:54:44 | 22/01/2017 05:00:00 |
| 4696710 | 12 | CONFIRMATION - FAULTY SMOKE DETECTOR | 23/01/2017 03:00:00 | 23/01/2017 05:00:00 |
| 3314351 | 12 | CONFIRMATION WORK DONE, 22/5/16, FAULTY SMOKE DETECTORS. | 23/05/2016 03:15:00 | 23/05/2016 05:15:00 |
| 5065658 | 12 | NO HEATING OR HOT WATER | 24/03/2017 02:30:00 | 24/03/2017 04:30:00 |
| 3790596 | 12 | Water pen, through electrics. - | 24/08/2016 02:45:00 | 24/08/2016 04:45:00 |
| 3973597 | 12 | Electric lighting: Internal lighting; Round Opal Glass 2D IP44 - Flourescent bathroom fitting; broken; Fair wear and tear exploded | 24/09/2016 04:46:45 | 24/09/2016 07:00:00 |
| 4539771 | 12 | Electric power: Smoke detector; Bleeping; unknown detector type; kitchen | 24/12/2016 02:00:15 | 24/12/2016 04:30:00 |
| 4905254 | 12 | Unspecified: Repair as described; DOOR ENTRY SYSTEM WIRE; WITHIN PROPERTY; WIRE; TENANT HAS CUT THE WIRE; ALL; ALL; TENENT HAS CUT THE WIRE SO HE CANNOT BUZZ FAMILY IN; IF NOT REPAIRABLE THEN PLEASE RENEW; Please advise supervisor of any work revisions; T | 25/02/2017 03:22:17 | 25/02/2017 05:30:00 |
| 5073586 | 12 | HEATING WON'T TURN OFF - | 25/03/2017 02:13:00 | 25/03/2017 05:15:00 |
| 4376680 | 12 | Electric power: Smoke detector; Broken; unknown detector type; LOBBY | 26/11/2016 04:20:45 | 26/11/2016 06:30:00 |
| 4713794 | 12 | Electric power: Water leaking onto electrics; hallway; both lights and sockets; Fair wear and tear | 27/01/2017 02:20:31 | 27/01/2017 05:30:00 |
| 5112570 | 12 | WATER LEAKING THROUGH SMOKE DETECTOR IN FLAT BELOW (A). REPORTED BY | 30/03/2017 02:00:00 | 30/03/2017 04:00:00 |
| 3158749 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 01/05/2016 02:18:05 | 01/05/2016 04:30:00 |
| 4751539 | 13 | Police: Open lockfast door; front door and resecure - cause for concern - inc 7 PC A1334 | 02/02/2017 02:40:26 | 02/02/2017 04:00:00 |
| 3508267 | 13 | POLICE JOB : RESECURE DDOOR, INC:441, PC:096 | 02/07/2016 02:38:00 | 02/07/2016 05:30:00 |
| 4209456 | 13 | Police: Open lockfast door; front door INC 24, BADGE 1482 | 02/11/2016 04:30:00 | 02/11/2016 06:30:00 |
| 3343651 | 13 | Police: Open lockfast door; front door Tenant lost keys. INC: 21 PC:1421 | 03/06/2016 02:23:33 | 03/06/2016 04:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 3857675 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 03/09/2016 02:12:32 | 03/09/2016 05:00:00 |
| 3350593 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry not necessary; mortice lock; Fair wear and tear with neighbour to wait for joiner [REDACTED] | 04/06/2016 04:22:09 | 04/06/2016 07:30:00 |
| 3509870 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 04/07/2016 03:00:00 | 04/07/2016 04:00:00 |
| 3858365 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action Keys stolen from bag - no crime number as yet - te [REDACTED] | 04/09/2016 04:38:04 | 04/09/2016 06:45:00 |
| 3351639 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 05/06/2016 04:18:22 | 05/06/2016 06:00:00 |
| 3695549 | 13 | Locks and Fittings: Lock - broken OOH; front door; Forced entry necessary; Fair wear and tear TENANT SAYS THAT COUNCIL HAVE BEEN CHANGING THE LOCK AND HAS SNAPPED KEYS IN THE LOCK? | 05/08/2016 03:25:13 | 05/08/2016 05:30:00 |
| 4040317 | 13 | Police: Open lockfast door; front door | 05/10/2016 02:10:31 | 05/10/2016 04:30:00 |
| 4573462 | 13 | Locks and Fittings: Keys; lost key; crimecheck door; Property is secure; Forced entry necessary; unknown lock type; Tenant action | 06/01/2017 03:29:14 | 06/01/2017 05:30:00 |
| 3524782 | 13 | Locks and Fittings: Keys; lost key; crimecheck door; Property is secure; Forced entry necessary; unknown lock type; Tenant action Reported via Police Scotland, INC 23, BADGE 1631 | 06/07/2016 02:56:24 | 06/07/2016 05:00:00 |
| 3874506 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 06/09/2016 03:30:00 | 07/09/2016 05:00:00 |
| 4583077 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 07/01/2017 02:33:55 | 07/01/2017 03:30:00 |
| 4236195 | 13 | Police: Open lockfast door; front door | 07/11/2016 04:30:00 | 07/11/2016 05:30:00 |
| 4584419 | 13 | Police: Open lockfast door; front door | 08/01/2017 04:05:13 | 08/01/2017 06:15:00 |
| 4790370 | 13 | Police: Open lockfast door; front door POLICE INC NO. 5. | 08/02/2017 02:25:52 | 08/02/2017 04:30:00 |
| 4246194 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry not necessary; unknown lock type; Fair wear and tear | 08/11/2016 02:03:36 | 08/11/2016 04:00:00 |
| 4808094 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS- Police incident No. 80-10/02/2017 | 10/02/2017 03:15:51 | 10/02/2017 05:30:00 |
| 3027393 | 13 | Police: Open lockfast door; front door inc 53 PC 9781 | 10/04/2016 03:46:23 | 10/04/2016 06:00:00 |
| 4815864 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 11/02/2017 02:15:00 | 11/02/2017 04:15:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 3387370 | 13 | Locks and Fittings: Keys; lost key; crimecheck door; Property is secure; Forced entry necessary; unknown lock type; Tenant action Tenant will take about 5 minutes to get back to property. | 11/06/2016 02:06:20 | 11/06/2016 05:00:00 |
| 4072819 | 13 | POLICE JOB - GAIN ENTRY, INC: 24, PC:1330 | 11/10/2016 02:16:00 | 11/10/2016 03:30:00 |
| 4613160 | 13 | Locks and Fittings: Lock - broken OOH; front door; Forced entry not necessary; unknown lock type; Fair wear and tear | 12/01/2017 02:00:00 | 12/01/2017 04:30:00 |
| 3222097 | 13 | LOST KEYS [REDACTED] | 13/05/2016 03:18:00 | 13/05/2016 05:30:00 |
| 3228780 | 13 | police job - resecure, inc: 31, pc: 1309 | 14/05/2016 02:26:00 | 14/05/2016 05:30:00 |
| 3739636 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 14/08/2016 02:23:16 | 14/08/2016 04:30:00 |
| 3911595 | 13 | POLICE JOB - CHANGE LOCKS INC: 0393 PC: 0846 | 14/09/2016 02:10:00 | 14/09/2016 04:30:00 |
| 4476094 | 13 | Police: Open lockfast door; front door Cause for concern - Inc 18 PC 0468 | 14/12/2016 04:00:00 | 14/12/2016 05:00:00 |
| 4476111 | 13 | POLICE JOB - CHANGE LOCKS - INC 380 PS8919 | 14/12/2016 04:49:00 | 14/12/2016 07:00:00 |
| 3402837 | 13 | LOST KEYS. | 15/06/2016 03:21:00 | 15/06/2016 06:30:00 |
| 3927155 | 13 | POLICE JOB, BROKEN WINDOW IN THE KITCHEN, INC: 15, PC: 1312 (VENT IN WINDOW) | 16/09/2016 02:19:00 | 16/09/2016 04:30:00 |
| 4105117 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 16/10/2016 03:54:46 | 16/10/2016 06:00:00 |
| 4311247 | 13 | LOST KEYS - AWARE OF CHARGE | 17/11/2016 04:40:00 | 17/11/2016 07:00:00 |
| 4648984 | 13 | LOST KEYS [REDACTED] | 18/01/2017 03:05:00 | 18/01/2017 05:30:00 |
| 5033300 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS INC 53 PC 9030 | 18/03/2017 04:20:46 | 18/03/2017 05:30:00 |
| 3426910 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS inc no - 41 pc no - 9117 | 18/06/2016 03:22:15 | 18/06/2016 05:30:00 |
| 3426928 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS inc no 35 pc no 9531 | 18/06/2016 03:51:12 | 18/06/2016 07:30:00 |
| 3934178 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS Door had already been boarded but the board has come away at the edge. Incident 103, badge 0016. | 18/09/2016 03:21:56 | 18/09/2016 05:30:00 |
| 5034262 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; mortice lock; Break in; Crime Ref Num; INC 83 | 19/03/2017 04:22:59 | 19/03/2017 05:30:00 |
| 3590118 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 19/07/2016 02:30:00 | 19/07/2016 04:30:00 |
| 4499216 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry not necessary; unknown lock type; Fair wear and tear | 19/12/2016 04:30:00 | 19/12/2016 06:30:00 |
| 4674137 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS Lock change requested - inc 24 PC 0756 | 21/01/2017 02:57:09 | 21/01/2017 05:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 4674144 | 13 | police job - gain entry, inc: 66, pc: 0018 | 21/01/2017 04:31:00 | 21/01/2017 06:00:00 |
| 3099309 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 22/04/2016 03:04:37 | 22/04/2016 05:30:00 |
| 3269684 | 13 | Police: Open lockfast door; front door | 22/05/2016 02:10:27 | 22/05/2016 03:30:00 |
| 3612270 | 13 | Locks and Fittings: Keys; lost key; front door; property is not secure; Forced entry not necessary; mortice lock; Fair wear and tear Tenant contact number: | 22/07/2016 02:04:14 | 22/07/2016 04:00:00 |
| 4338956 | 13 | Police: Open lockfast door; front door | 22/11/2016 03:12:29 | 22/11/2016 04:30:00 |
| 4676381 | 13 | GAIN ENTRY. | 23/01/2017 03:44:00 | 23/01/2017 05:00:00 |
| 4889012 | 13 | POLICE JOB- GAIN ENTRY, INC:409, PC:0176 | 23/02/2017 02:07:00 | 23/02/2017 04:30:00 |
| 3619798 | 13 | Lost keys, tenant in property but unable to lock door. Tel: | 23/07/2016 04:16:00 | 23/07/2016 06:30:00 |
| 5065665 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS INCIDENT NO 0033 | 24/03/2017 03:17:11 | 24/03/2017 05:15:00 |
| 3109320 | 13 | POLICE INCIDENT NUMBER: 44 Unspecified: Repair as described; to gain entry to door in flat above; flat above regent court; n/a; flooding to flat below; n/a; n/a; as per plumber; IF NOT REPAIRABLE THEN PLEASE RENEW; Please advise supervisor of any work | 24/04/2016 02:13:34 | 24/04/2016 04:30:00 |
| 3620561 | 13 | Locks and Fittings: Keys; key stuck in lock; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 24/07/2016 02:18:30 | 24/07/2016 04:30:00 |
| 4539789 | 13 | Locks and Fittings: Lock - broken OOH; front door; Forced entry not necessary; unknown lock type; Fair wear and tear | 24/12/2016 02:24:03 | 24/12/2016 05:00:00 |
| 4905247 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 25/02/2017 02:03:34 | 25/02/2017 04:30:00 |
| 5073603 | 13 | POLICE JOB - RESECURE BROKEN WINDOW - INC: 43, PC: 1726 | 25/03/2017 03:51:00 | 25/03/2017 06:00:00 |
| 3286064 | 13 | POLICE INC. NO. 20 PC 1207 - POLICE REQUESTING LIVINGROOM WINDOW TO BE BOARDED UP AFTER VANDALISM | 25/05/2016 02:29:00 | 25/05/2016 05:00:00 |
| 3974671 | 13 | Police: Board up Window; 2 x window ; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 25/09/2016 02:59:32 | 25/09/2016 05:00:00 |
| 3974689 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Fair wear and tear | 25/09/2016 03:36:35 | 25/09/2016 06:00:00 |
| 3805432 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry not necessary; unknown lock type; Fair wear and tear | 26/08/2016 02:58:08 | 26/08/2016 06:30:00 |
| 4713811 | 13 | JOINER REQUIRED TO RESECURE DOOR AFTER DOMESTIC INCIDENT. TENANT AWARE OF CHARGE BUT PHONED IN BY POLICE INC.39 PC.9538 | 27/01/2017 03:42:00 | 27/01/2017 08:00:00 |
| 4713829 | 13 | JOINER REQUIRED TO ASSIST PLUMBER TO GAIN ENTRY | 27/01/2017 04:22:00 | 27/01/2017 06:30:00 |
| 3640217 | 13 | RESECURE DOOR POLICE INC NO 0008 PC 0638 | 27/07/2016 02:16:00 | 27/07/2016 03:30:00 |
| 3813233 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry not necessary; unknown lock type; Fair wear and tear | 27/08/2016 03:33:25 | 27/08/2016 05:00:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|---|---------------------|---------------------|
| 3984790 | 13 | Police: Open lockfast door; front door inc no - 20 pc no - 1344 | 27/09/2016 03:37:56 | 27/09/2016 05:45:00 |
| 4916419 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry not necessary; unknown lock type; Tenant action | 28/02/2017 02:00:00 | 28/02/2017 04:00:00 |
| 5094010 | 13 | POLICE JOB - RESECURE - INC:12, PC: 0648 police job two broken windows at front of property | 28/03/2017 02:13:00 | 28/03/2017 04:30:00 |
| 3813762 | 13 | inc:95 pc: a1283 | 28/08/2016 04:03:00 | 28/08/2016 06:15:00 |
| 4725430 | 13 | LOST KEYS - AWARE OF CHARGE | 29/01/2017 04:57:00 | 29/01/2017 07:00:00 |
| 3814540 | 13 | Police: Open lockfast door; front door | 29/08/2016 03:25:00 | 29/08/2016 05:30:00 |
| 5112594 | 13 | FOLLOW ON JOB: For OOH Temporary repairs; Original Job No.; 5112562; Gain entry to assist with wpen; IF NOT REPAIRABLE THEN PLEASE RENEW; Fair wear and tear | 30/03/2017 02:45:00 | 30/03/2017 04:45:00 |
| 4192848 | 13 | CONFIRMATION ONLY: ██████████ ERLOCK PLACE - RESECURE DOOR AFTER FORCED ENTRY. | 30/10/2016 04:00:00 | 30/10/2016 06:00:00 |
| 4395879 | 13 | CHANGE LOCKS KEYS STOLEN ADVISED OF CHARGE | 30/11/2016 03:40:00 | 30/11/2016 08:00:00 |
| 4395861 | 13 | Lost keys ██████████ | 30/11/2016 03:41:00 | 30/11/2016 06:30:00 |
| 4395886 | 13 | RESECURE DOOR AFTER FIRE&RESCUE GAINED ENTRY INC NO 11673 | 30/11/2016 03:46:00 | 30/11/2016 06:00:00 |
| 4549788 | 13 | Locks and Fittings: Keys; lost key; front door; property is secure; Forced entry necessary; unknown lock type; Tenant action | 30/12/2016 02:11:11 | 30/12/2016 04:30:00 |
| 4733538 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS lock change requested - inc 12 P50854 | 31/01/2017 02:45:54 | 31/01/2017 04:30:00 |
| 5119039 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 31/03/2017 04:42:37 | 31/03/2017 07:00:00 |
| 3662981 | 13 | POLICE JOB; Joiner to board up window, 4x4. Incident 143, Badge 1228 | 31/07/2016 04:52:00 | 31/07/2016 07:30:00 |
| 4192573 | 13 | Police: Board up / Secure Door; front door; BOARDED TO A MINIMUM OF 18MM THICKNESS AND FIXED WITH SECURITY SCREWS | 31/10/2016 03:30:00 | 31/10/2016 04:30:00 |
| 2983928 | 17 | Water leak from flat above. Telephone number | 02/04/2016 04:21:00 | 02/04/2016 06:30:00 |
| 4021464 | 17 | Toilets: Flush pipe - (cistern to wc); leaking from joint; Fair wear and tear | 02/10/2016 02:16:11 | 02/10/2016 04:30:00 |
| 4952185 | 17 | Toilets: Toilet - blocked; Fair wear and tear | 05/03/2017 02:17:01 | 05/03/2017 05:00:00 |
| 4952192 | 17 | PLUMBER TO TRACE ANBD REPAIR COMMUNAL LEAK AFTER TENANT REPORTED MISSING COMMUNAL COPPER PIPES. POLICE INCIDENT NUMBER: 55 No charge to owner per GS | 05/03/2017 03:00:00 | 05/03/2017 04:00:00 |
| 4573455 | 17 | Pipes: Water - leaking; flat above; Electrical fittings not getting wet; Fair wear and tear Getting worse | 06/01/2017 02:12:53 | 06/01/2017 03:30:00 |
| 3548270 | 17 | INVESTIGATE NO WATER SUPPLY AS PER SCOTTISH WATER | 10/07/2016 04:55:00 | 10/07/2016 07:00:00 |
| 4992880 | 17 | Toilets: Toilet - blocked; Fair wear and tear | 13/03/2017 02:30:00 | 13/03/2017 03:30:00 |

| Job Ref | Type | Short Description | Received Date | Completion Date |
|---------|------|--|---------------------|---------------------|
| 3569804 | 17 | Pipes: Water - leaking; pipe; Electrical fittings not getting wet; Fair wear and tear | 14/07/2016 03:40:26 | 14/07/2016 05:00:00 |
| 3402844 | 17 | Pipes: Water - leaking; flat above; Electrical fittings not getting wet; Fair wear and tear | 15/06/2016 03:38:39 | 15/06/2016 05:30:00 |
| 5025443 | 17 | CLEAR CHOKED WC | 17/03/2017 03:55:00 | 17/03/2017 07:00:00 |
| 3239768 | 17 | WATR LEAK UNKNOWN SOURCE | 17/05/2016 02:47:00 | 17/05/2016 05:00:00 |
| 4114426 | 17 | Pipes: Water - leaking; pipe; Electrical fittings not getting wet; Fair wear and tear | 18/10/2016 02:17:20 | 18/10/2016 05:00:00 |
| 3082921 | 17 | Pipes: Water pipe - leaking or burst; BATH; water supply pipe; Haven't turned water off; Electrical fittings not getting wet; Fair wear and tear | 20/04/2016 04:49:28 | 20/04/2016 07:30:00 |
| 3428731 | 17 | Pipes: Water - leaking; pipe; Electrical fittings not getting wet; Fair wear and tear bathroom flooded | 20/06/2016 04:00:00 | 20/06/2016 05:15:00 |
| 3776247 | 17 | Pipes: Water - leaking; flat above; Electrical fittings are getting wet; Fair wear and tear Into bedroom. From number 36. Telephone | 20/08/2016 02:57:01 | 20/08/2016 05:00:00 |
| 4675162 | 17 | Pipes: Water - leaking; flat above; Electrical fittings are getting wet; Fair wear and tear Leaking into private flat below | 22/01/2017 02:45:13 | 22/01/2017 05:00:00 |
| 4338970 | 17 | Pipes: Water - leaking; flat above; Electrical fittings not getting wet; Fair wear and tear | 22/11/2016 04:39:50 | 22/11/2016 07:00:00 |
| 4338988 | 17 | Pipes: Water - leaking; flat above; Electrical fittings not getting wet; Fair wear and tear | 22/11/2016 04:40:36 | 22/11/2016 07:00:00 |
| 3108060 | 17 | SHOWER PUMP BORKEN, NOT SUCKING WATER AWAY. VULNERABLE PERSON LIVING IN PROPERTY. | 23/04/2016 04:40:00 | 23/04/2016 10:30:00 |
| 4535294 | 17 | LEAK FROM FLAT ABOVE - | 23/12/2016 02:30:00 | 23/12/2016 04:30:00 |
| 3790589 | 17 | Water pen, through electrics. - | 24/08/2016 02:42:00 | 24/08/2016 05:00:00 |
| 3974696 | 17 | WATER PEN. TRACE AND REPAIR. | 25/09/2016 04:57:00 | 25/09/2016 06:30:00 |
| 4713787 | 17 | Pipes: Water - leaking; flat above; Electrical fittings are getting wet; Fair wear and tear | 27/01/2017 02:19:06 | 27/01/2017 06:30:00 |
| 3303983 | 17 | TRACE AND REPAIR WATER LEAK IN BATHROOM. BURST PIPE IN BATHROOM | 27/05/2016 04:38:00 | 27/05/2016 07:00:00 |
| 4916426 | 17 | LEAK AT TOILET SUPPLY PIPE. TEL [REDACTED] | 28/02/2017 03:00:00 | 28/02/2017 05:00:00 |
| 3648350 | 17 | Toilets: Toilet - blocked; Fair wear and tear | 28/07/2016 02:50:53 | 28/07/2016 04:00:00 |
| 4725423 | 17 | Pipes: Water - leaking; flat above; Electrical fittings not getting wet; Fair wear and tear | 29/01/2017 02:07:56 | 29/01/2017 04:30:00 |
| 3889221 | 25 | Glazing: Double glazing; LIVING ROOM; Broken; both panes; temporary single glaze unit; clear glass; unknown frame type; Vandalism; Crime Ref Num; 26 | 09/09/2016 02:30:34 | 09/09/2016 04:00:00 |
| 4326212 | 25 | Glazing: Double glazing; PORCH WINDOW; Broken; only one pane; maxam tape broken pane; Vandalism; Crime Ref Num; INC 397 | 19/11/2016 02:21:49 | 19/11/2016 12:00:00 |
| 3464652 | 25 | LIVING ROOM WINDOW. BROKEN POLICE INFORMED WILL PHONE BACK WITH INCIDENT NUMBER | 25/06/2016 02:00:00 | 25/06/2016 05:30:00 |
| 5074741 | 27 | Heating External Contractors: Gas system; ACC Gas Registered Plumber; No heating or hot water; Tenant's contact no. Fair wear and tear | 26/03/2017 02:52:26 | 26/03/2017 04:30:00 |