



Shetland Islands Council - Housing Service

How do I report a repair?

You can report a repair by phone: **01595 744399**
Or by email: housing@shetland.gov.uk

If you have an **emergency** repair we will respond within **4 hours**.

- Examples are total loss of water, leaking water pipes, repairs to locks on external doors or windows where the house is insecure.

If you have an **urgent** repair we will respond within **3 working days**.

- Examples are repair/replace smoke detector, loss of heating in more than one room etc.

If the repair is **routine**, we will respond within **4 weeks**.

- Examples are faulty internal door handles, taping & filling, replace tap washers etc.

We have an additional category for **other** repairs and these will be completed within **3 months**.

- Examples are replacing faulty double glazing.

If you have an **emergency** repair out-with office hours call: **01595 693972**