

Reporting Graffiti & Damage

Edinburgh City Council

Any type of graffiti on Council property should be reported via our website – <https://www.edinburgh.gov.uk/graffiti> : Search for “Edinburgh Council Graffiti” or call 0131 608 1100

Graffiti on private property is the responsibility of the owner. If known : Utilities, Education Bodies, Scottish Canals, Network Rail etc can be contacted direct

BT

If we have caused damage to your property during recent work, call us on 0800 023 4288.

Let us also know asap if you think that any part of our network (outside the boundary of your property) has the potential to be a danger to the general public, if you notice that it has been damaged, or to report unsafe Openreach worksites. Call us on the Damage Reporting Number, 0800 023 2023 (Option 1), if you spot any of the following so we can attend to it quickly:

- Damaged underground cables (typically caused by mechanical diggers in built-up areas)
- Loose cables or cables dangling from telephone poles
- Damaged green cabinets and/or open doors on them
- Damaged telephone poles (e.g. poles leaning at awkward angles, or poles that have been completely smashed to the ground)
- Loose, cracked or missing manhole covers

The following options are also available on the 0800 023 2023 number:

- Reporting External Damage (Option 1)
- Reporting graffiti on our external network (i.e. cabinets), 0800 023 2023 (Option 1)
- Information about contacting Openreach with general enquiries and complaints (Option 2)
- External Network Relocation (Option 3)

(For the Relocation or Removal or Openreach poles, cables, joint boxes or BT equipment)

- Wayleaves (Option 4)

For more information visit our website

Scottish Power

From a landline: 0800 092 9290 or contact Customer Service, SP Energy Networks, Ochil House, Hamilton International Park, Blantyre, G72 OHT

Virgin

Report a maintenance issue with one of our street cabinets or if our street equipment is in need of some TLC?

Please report any issue you find on our hotline number 0330 333 0444. This is the number to call for any maintenance issue, such as open or damaged

cabinets or manhole covers. You can call us 24/7, and we'll resolve the issue as soon as we can. Or, you can also report an issue with one of our cabinets or manhole covers using the Contact Us form on our website

Royal Mail - Call us 03457 740 740