# Site History Report

**Site:** Edinburgh Road (7903508)  **Locality:** Cramond, Edinburgh, City of Edinburgh  **Area:** North West Locality

## Customer Services

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| **Enquiry No.:** 1331289 | **Logged by:** Verint CRM Connector | **on:** 21/02/2022 16:50 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Drains blocked along the length of B924   **Contact:**
Reported a month ago.
With recent rain road is now under water and flooding through entrance and into
Newhalls Gate House
Also eroding stone wall from vehicles splashing and dangerous for vehicles to travel
through.
Similar issues on Main street to Dalmeny.

**Plot Number:** 1.00  **Feature Id - Location:** Whole Street  **Feature Type:** Road Asset

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| **Enquiry No.:** 1329513 | **Logged by:** Verint CRM Connector | **on:** 18/02/2022 15:56 | **Officer:** Road Ops Live Enquiries |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Pothole northbound on road to dalmeny   **Contact:**

**Plot Number:** 1.00  **Feature Id - Location:** Whole Street  **Feature Type:** Road Asset
**Job Number:** 50107089  **Defect Number:** 42093751

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| **Enquiry No.:** 1322100 | **Logged by:** Verint CRM Connector | **on:** 07/02/2022 20:19 | **Officer:** Road Ops Live Enquiries |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Huge pot hole   **Contact:**

**Plot Number:** 1.00  **Feature Id - Location:** Whole Street  **Feature Type:** Road Asset
**Job Number:** 50105866  **Defect Number:** 42092460

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| **Enquiry No.:** 1301929 | **Logged by:** Verint CRM Connector | **on:** 06/01/2022 12:01 | **Officer:** Road Ops Live Enquiries |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** massive pot hole - level with entrance to Leuchold gate   **Contact:**

**Plot Number:** 1.00  **Feature Id - Location:** Whole Street  **Feature Type:** Road Asset
**Job Number:** 50102009  **Defect Number:** 42088483

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| **Enquiry No.:** 1266792 | **Logged by:** Verint CRM Connector | **on:** 29/10/2021 22:22 | **Officer:** Michael Wright |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Once again the pot hole  as opened up again and I hit this tonight on my way home   **Contact:**
with some force,  I'm not sure of the damage until see it in the light.  This keeps
getting half baked repairs and the hold just keeps coming back.  Please fix thi
properly

**Plot Number:** 1.00  **Feature Id - Location:** Whole Street  **Feature Type:** Road Asset

# Site History Report

## Customer Services

**Enquiry No.:** 1266778    **Logged by:** Verint CRM Connector    **on:** 29/10/2021 21:34    **Officer:** Michael Wright  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Gigantic pothole, difficult to see as full of water. On B924 heading towards Queensferry. Just after the bridge crossing A90 when you come off at the Dalmeny/Craigie exit.    **Contact:**

| Plot Number: 1.00 | Feature Id - Location: Whole Street | Feature Type: Road Asset |
|---|---|---|

**Enquiry No.:** 1266697    **Logged by:** Verint CRM Connector    **on:** 29/10/2021 17:33    **Officer:** Michael Wright  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Pothole    **Contact:**

| Plot Number: 1.00 | Feature Id - Location: Whole Street | Feature Type: Road Asset |
|---|---|---|

**Enquiry No.:** 1266495    **Logged by:** Verint CRM Connector    **on:** 29/10/2021 12:33    **Officer:** Michael Wright  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Huge pothole    **Contact:**

| Plot Number: 1.00 | Feature Id - Location: Whole Street | Feature Type: Road Asset |
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**Enquiry No.:** 1208420    **Logged by:** Verint CRM Connector    **on:** 14/07/2021 23:26    **Officer:** Ronnie Murray  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Massive pothole    **Contact:**

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset  
**Job Number:** 50087497    **Defect Number:** 42073566

**Enquiry No.:** 1183373    **Logged by:** Verint CRM Connector    **on:** 31/05/2021 17:30    **Officer:** Ronnie Murray  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Large crater of a hole in the north bound lane once you leave the A90 heading for Dalmeny on the B924.  
On Sunday 30th May '21 at 13:45hrs whilst travelling home my vehicle NSF and NSR wheels hit the unavoidable hole causing visible damage to the NSF tyre.  
Please advise the process for recovering the cost from you for repairing the damage.  
Please note, when the vehicle is taken to the garage for the repair a full inspection will be carried out and the findings issued to you wrt hidden damage.    **Contact:**

| Plot Number: 1.00 | Feature Id - Location: Whole Street | Feature Type: Road Asset |
|---|---|---|

**Enquiry No.:** 1182860    **Logged by:** Verint CRM Connector    **on:** 30/05/2021 18:02    **Officer:** Ronnie Murray  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** 1m x 0.5m pot hole. Towards Dalmeny direction.    **Contact:**

| Plot Number: 1.00 | Feature Id - Location: Whole Street | Feature Type: Road Asset |
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# Site History Report

## Customer Services

| **Enquiry No.:** 1182577 | **Logged by:** Verint CRM Connector | **on:** 29/05/2021 19:30 | **Officer:** Ronnie Murray |
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| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** West bound   similar area to where there was an issue with people damaging there cars | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
| --- | --- | --- |

| **Enquiry No.:** 1182399 | **Logged by:** Verint CRM Connector | **on:** 29/05/2021 12:17 | **Officer:** Ronnie Murray |
| --- | --- | --- | --- |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Huge pothole on the road. Swerving to avoid it takes you into oncoming traffic | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1182317 | **Logged by:** Verint CRM Connector | **on:** 29/05/2021 08:59 | **Officer:** Ronnie Murray |
| --- | --- | --- | --- |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Huge very deep pot hole. Over one foot deep and half a meter wide | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
| --- | --- | --- |
| **Job Number:** 50084174 | **Defect Number:** 42069932 | |

| **Enquiry No.:** 1182303 | **Logged by:** Verint CRM Connector | **on:** 29/05/2021 07:54 | **Officer:** Ronnie Murray |
| --- | --- | --- | --- |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Large pothole of hit will cause serious damage to a car | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1176264 | **Logged by:** Verint CRM Connector | **on:** 17/05/2021 14:52 | **Officer:** Ronnie Murray |
| --- | --- | --- | --- |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Lots of potholes along this stretch of road | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
| --- | --- | --- |
| **Job Number:** 50083322 | **Defect Number:** 42069241 | |

| **Enquiry No.:** 1173482 | **Logged by:** Verint CRM Connector | **on:** 11/05/2021 23:41 | **Officer:** Ronnie Murray |
| --- | --- | --- | --- |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Potholes dotted all down this road on both sides. Been there a long time. Please fix as will damage car | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1114222 | **Logged by:** Verint CRM Connector | **on:** 07/02/2021 09:47 | **Officer:** Ronnie Murray |
| --- | --- | --- | --- |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Large pothole Could cause an accident | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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# Site History Report

## Customer Services

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| **Enquiry No.:** 1114114 | **Logged by:** Verint CRM Connector | **on:** 06/02/2021 17:04 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Huge pothole. Deep and beside sivor | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1113906 | **Logged by:** Verint CRM Connector | **on:** 06/02/2021 10:49 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Pot hole large probable vehicle damage | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1113473 | **Logged by:** Verint CRM Connector | **on:** 05/02/2021 12:50 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Large pot holes on road.  The same pot holes that have been filled last week and the week before very badly. | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1111233 | **Logged by:** Verint CRM Connector | **on:** 02/02/2021 11:38 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Pot hole reported has yet to be repaired.  This is significant hole and will damage tyre/car if hit and possible cause an accident | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1110242 | **Logged by:** Verint CRM Connector | **on:** 31/01/2021 19:27 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Massive pothole inside lane a90 southbound c1 mile north of cramond brig | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1110167 | **Logged by:** Verint CRM Connector | **on:** 31/01/2021 16:39 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Deep and dangerous pothole inside lane A90 edinburgh bound just at Queensferry on ramp | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1110112 | **Logged by:** Verint CRM Connector | **on:** 31/01/2021 15:23 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** huge pothole when leaving the slip road onto the A90 | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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# Site History Report

**Effective:** 23/02/2020 to 22/02/2022         **Asset Number:** 1.00 to 999.00
**Service:** Roads General         **Display Action Officer:** Yes
**Site:** Edinburgh Road (7903508)

## Customer Services

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| **Enquiry No.:** 1109919 | **Logged by:** Verint CRM Connector | **on:** 31/01/2021 08:44 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Pothole | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1109913 | **Logged by:** Verint CRM Connector | **on:** 31/01/2021 08:11 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Major pot hole on slip into A90. This is main  Bus route and main road from queensferry/Dalmeny into A90. | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1103167 | **Logged by:** Verint CRM Connector | **on:** 19/01/2021 15:15 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Pothole in middle of road | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1103159 | **Logged by:** Verint CRM Connector | **on:** 19/01/2021 15:11 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Several potholes in middle of road | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1095769 | **Logged by:** Verint CRM Connector | **on:** 06/01/2021 15:24 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Major road defect - large pothole. Main bus route No 43 serving Sth Queensferry<>Edinburgh.  Un-lid road so no visible in non-daylight hours | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1095228 | **Logged by:** Verint CRM Connector | **on:** 05/01/2021 21:28 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Now a VERY large pot hole on north carriageway (heading into South Queensferry). | **Contact:** | | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 1095126 | **Logged by:** Verint CRM Connector | **on:** 05/01/2021 18:20 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Massive pothole in road which may have damaged tyre. | | **Contact:** | |

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Job Number:** 50071355 | **Defect Number:** 42058341 | |

# Site History Report

## Customer Services

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| **Enquiry No.:** 1094891 | **Logged by:** Verint CRM Connector | **on:** 05/01/2021 14:31 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Large deep pothole on left-hand dude of the road coming into Dalmeny / Queensferry. Unable to stop due to speed of traffic on road and where pothole located but would be extremely dangerous if car we to hit or end up in it. | | **Contact:** | |

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

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| **Enquiry No.:** 1054187 | **Logged by:** Verint CRM Connector | **on:** 15/10/2020 01:19 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Most roads in Edinburgh are a disgrace I think you need to get a team of workers out to look at the condition, absolutely the worst roads I've ever had the displeasure to drive on... Come on | | **Contact:** | |

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| **Enquiry No.:** 1042371 | **Logged by:** Verint CRM Connector | **on:** 20/09/2020 03:05 | **Officer:** Ronnie Murray |
| **Service:** Roads General | **Subject:** Road Markings: Defective | **Classification:** Request for service | |
| **Desc.:** What type of sign is it? Road sign problem,  type unlit | | | |
| **Location:** Road markings (white lines,yellow lines, speed bump arrows) have nearly all rubbed away and the road is essentially just tarmac and a free for all | | **Contact:** | |

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| **Enquiry No.:** 996757 | **Logged by:** Verint CRM Connector | **on:** 19/06/2020 22:07 | **Officer:** ESDO West Neighbourhood 2 |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Overgrown grass by B924 road making impossible to see oncoming traffic on the junction with Bankhead road. Very dangerous. Large amount needs to be cut not like last year not even a meter.... | | **Contact:** | |

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

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| **Enquiry No.:** 975030 | **Logged by:** Verint CRM Connector | **on:** 15/03/2020 16:41 | **Officer:** ESDO West Neighbourhood 2 |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |
| **Location:** Large pothole in centre of road, just before bridge | | **Contact:** | |

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

# Site History Report

## Customer Services

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|---|---|---|---|
| **Enquiry No.:** 974370 | **Logged by:** Verint CRM Connector | **on:** 13/03/2020 09:03 | **Officer:** ESDO West Neighbourhood 2 |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** 1mtr long pothole,15cm deep,30cm wide top of slip road before crossing bridge to South Queensferry
Category: Potholes
Hit it last night blew front near side tyre on ▮▮▮▮▮▮▮▮.Unsure how long it has been their
Location:
Easting/Northing: 316123/676991 (55.978551, -3.34572)
Nearest road to the pin placed on the map (automatically generated by Bing Maps):
A90, South Queensferry, EH30 9TR
Nearest postcode to the pin placed on the map (automatically generated): EH30 9AR (683m away)

**Contact:**

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 973859 | **Logged by:** Verint CRM Connector | **on:** 12/03/2020 07:01 | **Officer:** ESDO West Neighbourhood 2 |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** cracks in middle of road becoming potholes

**Contact:**

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 973395 | **Logged by:** Verint CRM Connector | **on:** 11/03/2020 07:56 | **Officer:** ESDO West Neighbourhood 2 |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Depp, sharp hole in very centre of road that is growing daily and will cause damage to tyre/suspension if left much longer

**Contact:**

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 973368 | **Logged by:** Verint CRM Connector | **on:** 10/03/2020 22:35 | **Officer:** Insurance Services |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Deep pothole - cannot be seen in dark (road is unlit).

**Contact:**

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
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| **Enquiry No.:** 973327 | **Logged by:** Verint CRM Connector | **on:** 10/03/2020 19:53 | **Officer:** ESDO West Neighbourhood 2 |
| **Service:** Roads General | **Subject:** Road: Defective / Damaged | **Classification:** Request for service | |
| **Desc.:** | | | |

**Location:** Large pothole at edge of road heading towards dalmeny and Queensferry, at bottom of hill. Lucky to see it in the daylight, however a number of cars have had their hazards on at night in this part of the road after hitting the pothole.

**Contact:**

| **Plot Number:** 1.00 | **Feature Id - Location:** Whole Street | **Feature Type:** Road Asset |
|---|---|---|

# Site History Report

## Customer Services

**Enquiry No.:** 972653    **Logged by:** Verint CRM Connector    **on:** 09/03/2020 14:26    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** On Sunday I ran over a huge pothole. The pothole caused a flat tyre and ruined alloy    **Contact:**  
wheel. I went back today and notice a chap out marking the potholes for repair

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 971568    **Logged by:** Verint CRM Connector    **on:** 06/03/2020 12:04    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Pothole near to gate, to left hand side of kurb    **Contact:**

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 971566    **Logged by:** Verint CRM Connector    **on:** 06/03/2020 12:02    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Pothole - Middle of road before the bridge. I hit this last night and got a flat tyre    **Contact:**

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 971241    **Logged by:** Verint CRM Connector    **on:** 05/03/2020 16:02    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** pothole in road westbound. hole is 32"x14" and approx 3" deep. i hit it and blew a    **Contact:**  
tyre. took pics of hole and tyre damage. how do i make claim?

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 969867    **Logged by:** Verint CRM Connector    **on:** 03/03/2020 10:02    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Huge pothole on left side heading towards Queensferry    **Contact:**

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 967919    **Logged by:** Verint CRM Connector    **on:** 28/02/2020 10:38    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** Pothole on the left side of the road as you approach the left turn to Dalmeny. I hit it    **Contact:**  
causing irreparable damage to wheel.

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 967502    **Logged by:** Verint CRM Connector    **on:** 27/02/2020 15:19    **Officer:** ESDO West Neighbourhood 2  
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service  
**Desc.:**  
**Location:** deep pothole    **Contact:**

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

# Site History Report

## Customer Services

**Enquiry No.:** 966431    **Logged by:** Verint CRM Connector    **on:** 25/02/2020 17:52    **Officer:** ESDO West Neighbourhood 2
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service
**Desc.:**
**Location:** Very big pothole on the left side of the westbound lane.    **Contact:**

Approx 24-30 inches long, at least 8 inches at its widest and it looks l ke it could be
2-3 inches deep at it's deepest point.

A car hitting this at speed could easily be pulled in to the verge. Buses have no
option but to go over it, which is quickly making it worse.

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 966429    **Logged by:** Verint CRM Connector    **on:** 25/02/2020 17:48    **Officer:** ESDO West Neighbourhood 2
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service
**Desc.:**
**Location:** Pothole in the middle of the road as you approach the bridge.    **Contact:**

Approx 6-8 inches in diameter, approx 1" deep.

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset

**Enquiry No.:** 965056    **Logged by:** Verint CRM Connector    **on:** 23/02/2020 19:18    **Officer:** ESDO West Neighbourhood 2
**Service:** Roads General    **Subject:** Road: Defective / Damaged    **Classification:** Request for service
**Desc.:**
**Location:** Pot hole    **Contact:**

**Plot Number:** 1.00    **Feature Id - Location:** Whole Street    **Feature Type:** Road Asset