Effective: 01/01/2025 to 18/08/2025 Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Site: Newcraighall Road (7	7906128)	Locality: Newcraighall, Edinburgh, City of Edinburgh				Area: North East Locality				
Condition Survey										
Defect No: Description	Log Da	e Location		Defect Ty	/pe	Class.	Organisation	Status	Job No.	
Asset: 1.00	Asset - Locn.: Ward 17	From The Wis	p to southbound on-ramp to	A1 Mussell	Feature Type: Road	Asset		Area: North East Locality		
Batch: 41234502 - Inspe	ection Batch		Route: So	uth Mobile I	nspection Route				Date: 12/08/2025	
No actionable defec	ts found									
Batch: 41233523 - Inspe	ection Batch		Route: Ac	l hoc Route					Date: 22/07/2025	
42187446 1 number pot before	roundabout 22/07/2)25 just passe	ed Lampost number NAW50	RD: CW I	Pothole	Internal		Committed	50182933	
Batch: 41232834 - Inspe	ection Batch		Route: So	uth Mobile I	nspection Route				Date: 14/07/2025	
No actionable defec	ts found									
Batch: 41230250 - Inspe	ection Batch		Route: So	uth Mobile I	nspection Route				Date: 06/06/2025	
No actionable defec	ts found									
Batch: 41229103 - Inspe	ection Batch		Route: Ac	l hoc Route					Date: 26/05/2025	
42184194 1 number pothole	26/05/2	025 Opposite	number 9	RD: CW I	Pothole	Internal		Committed	50180334	
Batch: 41228188 - Inspe	ection Batch		Route: Ac	l hoc Route					Date: 13/05/2025	
42183483 1 number pothole at	manhole cover 13/05/2)25 Under by	pass heading to the fort	RD: CW I	Pothole	Internal		Committed	50179875	
Batch: 41227750 - Inspe	ection Batch		Route: So	uth Mobile I	nspection Route				Date: 07/05/2025	
No actionable defec	ts found									
Batch: 41225582 - Inspe	ection Batch		Route: So	uth Mobile I	nspection Route				Date: 09/04/2025	
No actionable defec	ts found									
Batch: 41225456 - Inspe	ection Batch		Route: N	_Newcraigh	nall_6Month				Date: 08/04/2025	
42180945 x5 patches as marked Approx 1.5x2m .5x1.5m 0.25x1m 0.25x0.25m .5mx1m	ed 08/04/2	025 At fort kin	naird east bus stop	RD: FW I	HRA Cracked/Broken	Internal		Committed	50178305	
Batch: 41222335 - Inspe	ection Batch		Route: So	uth Mobile I	nspection Route				Date: 12/03/2025	
No actionable defec	ts found									
Batch: 41222312 - Inspe	ection Batch		Route: Ac	hoc Route					Date: 12/03/2025	
42178416 1 number pothole	12/03/2	025 Under brid NAW60	dge At Lampost number	RD: CW I	Pothole	Internal		Committed	50176782	
Batch: 41220397 - Inspe	ection Batch		Route: Ad	hoc Route					Date: 24/02/2025	
42176913 2 number potholes	24/02/2	025 Outside n	umber 20	RD: CW I	Pothole	Internal		Committed	50175791	
Batch: 41220145 - Inspe	ection Batch		Route: Ac	l hoc Route					Date: 21/02/2025	
42176676 3 number potholes	21/02/2)25 On round	about at pets at home	RD: CW I	Pothole	Internal		Committed	50175598	
Batch: 41219558 - Inspe	ection Batch		Route: Ac	l hoc Route					Date: 19/02/2025	
42176350 1 number pothole	19/02/2)25 At Lampo	st number NAW39	RD: CW I	Pothole	Internal		Committed	50175375	

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Condition Survey

Defect No: Description Log Date		Log Date	Location	Class. Organisation	n Status	Job No.				
Asset: 1.00 Asset - Locn.: Ward 17 - Fro				n The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset				Area: North East Locality		
Batch: 412	18444 - Inspection	n Batch		Route: Sou	uth Mobile Inspection Rou	te		Date: 11/02/2025		
42175705 1 poth	ole		11/02/2025	On approach to roundabout	RD: CW Pothole	Internal	Committed	50174843		
42175704 1 poth	ole		11/02/2025	See photo and pin point for location	RD: CW Pothole	Internal	Committed	50174842		
Batch: 412	17737 - Inspectio	n Batch		Route: Ad	hoc Route			Date: 06/02/2025		
42175102 2 num	er potholes on r	oundabout	06/02/2025	Outside McDonalds	RD: CW Pothole	Internal	Committed	50174387		
Batch: 412	17736 - Inspectio	n Batch		Route: Ad	hoc Route			Date: 06/02/2025		
42175101 3 num	er potholes on r	oundabout	06/02/2025	opposite Pets at home	RD: CW Pothole	Internal	Committed	50174386		
Batch: 412	17735 - Inspectio	on Batch		Route: Ad	hoc Route			Date: 06/02/2025		
42175100 1 num	per pothole		06/02/2025	Opposite Lampost number NAW52	RD: CW Pothole	Internal	Committed	50174385		
Batch: 412	16271 - Inspection	on Batch		Route: Ad	hoc Route			Date: 23/01/2025		
42173942 1 num	per pothole at bu	s stop	23/01/2025	Just before Lampost number NAW51	RD: CW Pothole	Internal	Committed	50173531		
Batch: 412	14480 - Inspection	on Batch		Route: Ad	hoc Route			Date: 14/01/2025		
42172892 1no po	thole		14/01/2025	On the roundabout outside McDonalds	RD: CW Pothole	Internal	Committed	50172764		
Batch: 412	14479 - Inspection	on Batch		Route: Ad	hoc Route			Date: 14/01/2025		
42172891 2no po	tholes		14/01/2025	On the roundabout outside Pets at Home	RD: CW Pothole	Internal	Committed	50172763		
Batch: 412	13569 - Inspection	n Batch		Route: Sou	uth Mobile Inspection Rou	te		Date: 09/01/2025		
42172573 1no po	thole		09/01/2025	At Ip NAW41	RD: CW Pothole	Internal	Committed	50172521		

Customer Services

Enquiry No.: 34009792 Logged by: on: 26/03/2025 08:58

Service: Roads General Subject: Road Markings: General Enquiry Classification: General Enquiry

Desc.: Hi Maciei

Could you please pass this onto TCD this has been resurfaced but bus stop markings have not been put back

Location: Opposite the cottages Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1998968 Logged by: Verint CRM Connector on: 18/08/2025 20:52

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole on previous road repair is deteriorating. East bound carriageway. Causes **Contact:**

traffic to swerve.

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1995764 Logged by: Verint CRM Connector on: 14/08/2025 08:13
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Plot Number: 1.00

Location: Roundabout surfacing broken, littered with potholes and poorly repaired previously. **Contact:**

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Asset Number: 1.00 to 1.00

Display Action Officer: No

Site: Newcraighall Road (7906128)

Customer Services

Enquiry No.: 1995761 Logged by: Verint CRM Connector on: 14/08/2025 08:12

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Poorly backfilled service strip causing sunken carriageway/large potholes. Contact:

Dangerous on approach to roundabout

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1993921 Logged by:

Service: Roads General

Desc.: No dip in the pavemnet around this area to allow people with mobality to chairs to allowe them off the road

Location: 13 NewCraighall Road Contact:

Enquiry No.: 1989686 Logged by: Verint CRM Connector on: 03/08/2025 10:24
Service: Roads General Subject: Traffic Sign:Defective/Damaged Classification: Request for service

Desc.: What type of sign is it? Road sign problem, type unlit Ref - 101001293745

I have been sent an email saying the complaint has been fixed. They have uplifted half the signage broken off?

And not replaced the missing sign Please see attached picture

Location: Ref 101001293745 Contact:

You say it's resolved, they only uplifted half the missing signage?

See attached picture and reopen the complaint please

They also as you can see have not renewed the missing signage - hard to see how

you can call this resolved? A third of a job done after 4mths isn't resolved

Passed to for comment

Enquiry No.: 1982587 Logged by: Verint CRM Connector on: 21/07/2025 15:13

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Multiple potholes and gaps between the lanes on the round about at Fort Kinnaird at Contact:

McDonalds, the whole round about needs re done, as it's been like this for years,

with a metal plate covering a depression too

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1982583 Logged by: Verint CRM Connector on: 21/07/2025 15:12

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Multiple potholes on stretch of road between the two round abouts at Fort **Contact:**

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1982579 Logged by: Verint CRM Connector on: 21/07/2025 15:11
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole in road just after roundabout at Fort, heading towards Majestic **Contact:**

Contact:

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Customer Services

Enquiry No.: 1982578 Logged by: Verint CRM Connector on: 21/07/2025 15:10
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole on stretch of road heading towards Fort, under the A1 flyover Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1982576 Logged by: Verint CRM Connector on: 21/07/2025 15:09
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Large pothole just before you go under the A1 flyover Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1982570 Logged by: Verint CRM Connector on: 21/07/2025 15:08
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Huge deep pothole on approach to round about heading towards Fort, side of road Contact:

with B&M on left

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50182933 **Defect Number:** 42187446

Enquiry No.: 1981585 Logged by: Verint CRM Connector on: 19/07/2025 13:24

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: The much used roundabout has a cluster of pot holes that shake vehicle passing

over , this becomes 2 lanes either going towards McDonald's or up to pets at home and cars are swerving into adjacent lane to avoid , even a temporary fix would be better than the nothing that has happened in the 12 months I have been reporting this, a poor service really as hundreds of cars an hour go round that roundabout , at my third time of asking can this be sorted before (too late) accidents happen

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

on: 17/07/2025 14:59

Customer Services

Enquiry No.: 1980439 Logged by: Service: Roads General

Subject: Road Safety: General Enquiry Classification: General Enquiry

Desc.: From:

Date: Wednesday 16 July 2025 at 16:52:38 To: <customer.care@edinburgh.gov.uk> Subject: Road markings complaint

Good afternoon.

I'd like to make you aware and bring your attention to confusing and conflicting road markings on the roundabouts on newcraighall road, firstly the roundabout outside the McDonald's, as you exit from fort Kinnaird with McDonald's on your left, the road markings state both lanes are straight ahead, but the road directly opposite is only one exit from the roundabout. I've also witnessed near accidents including myself, when people sitting in the righthand "straight ahead" lane when exiting the fort assuming straight ahead is for the A1 while people sitting in the left inside lane are going towards B&Q, maybe writing along with the arrowing on the intended direction would be beneficial to stop confusion and any future accidents. The other roundabout at boots/wagamama has similar road markings as you enter the rounabout from the niddrie cross roads direction, both lanes state straight ahead, but again what road is intended for straight ahead? People sitting in the right hand lane are taking the 2nd exit and so are people sitting in the left lane, the 2nd exit is a two lane exit but there is always cars parked in left hand lane as you exit again I've seen many close call accidents. Again maybe some wording along with the arrows for clarity.

I hope my email was clear enough, I can try and take pictures if needed, but as you can appreciate these are very busy junctions.

Hope to hear back from you regarding this.

Regards

Location: oad markings on the roundabouts on newcraighall road

Contact:

Enquiry No.: 1974742

Logged by: Verint CRM Connector

on: 08/07/2025 08:18

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Pothole under the Bypass / A1 flyover, heading TO the Fort, coming FROM

Musselburah

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1968495

Logged by: Verint CRM Connector

on: 24/06/2025 20:02

Service: Roads General

Subject: Pavement: Damaged / Defective

Classification: Request for service

Desc.:

Location: Pavement along the road from art centre in front of semi detached bungalow

Contact:

resulting in myself falling

Enquiry No.: 1967446

Logged by: Verint CRM Connector

on: 23/06/2025 12:55

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Pothole on the road at the bend where Newcraighall Primary School is. On the side

of the road heading from the Fort, towards Musselburgh.

Enquiry No.: 1967094

Logged by: Verint CRM Connector

on: 23/06/2025 12:16

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Several very dangerous potholes on newhailes road continuing onto newcraighall

Contact:

Contact:

road

Effective: 01/01/2025 to 18/08/2025 **Asset Number: 1.00 to 1.00** Service: Roads General

Site: Newcraighall Road (7906128)

Display Action Officer: No

Customer Services

Logged by: Verint CRM Connector **Enquiry No.:** 1957344 on: 02/06/2025 15:15 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole been filled three times at least with cold tar, pops back out after a period of

time, please can you repair it properly this time thanks

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Plot Number: 1.00

Enquiry No.: 1955305 Logged by: Verint CRM Connector on: 29/05/2025 12:33 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole on east bound side before traffic lights near middle of road Contact:

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Plot Number: 1.00

Enquiry No.: 1955302 Logged by: Verint CRM Connector on: 29/05/2025 12:31 Subject: Road: Defective / Damaged Classification: Request for service Service: Roads General

Desc.:

Location: Pothole on roundaboit Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1953839 Logged by: Verint CRM Connector on: 27/05/2025 08:39 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole in the right hand lane near the Meridian on the East bound approach to the Contact:

roundabout. Causes taffic to swerve as its achieved axle breaking depth.

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Plot Number: 1.00

Enquiry No.: 1953784 Logged by: Verint CRM Connector on: 26/05/2025 22:45 Subject: Road: Defective / Damaged Classification: Request for service Service: Roads General

Desc.:

Location: Poorly reinstate slip trench which has sunk/created a significant void in the Contact:

carriageway.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1953775 Logged by: Verint CRM Connector on: 26/05/2025 21:59 Subject: Road: Defective / Damaged Service: Roads General Classification: Request for service

Desc.:

Location: Pothole on roundabout Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Logged by: Verint CRM Connector on: 24/05/2025 19:14 Enquiry No.: 1952910 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Large DEEP pothole outside the industrial units just before the bungalow, inside Contact:

lane, heading TOWARDS the fort

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50180334 Defect Number: 42184194

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

on: 12/05/2025 19:32

Customer Services

Service: Roads General

Enquiry No.: 1946943 Logged by: Verint CRM Connector

Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole outside old church building inside lane heading to fort

Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1946940 Logged by: Verint CRM Connector on: 12/05/2025 19:31
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Two big potholes under byosss flyover Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50179875 **Defect Number:** 42183483

Enquiry No.: 1935373 Logged by: Verint CRM Connector on: 18/04/2025 08:52

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Two large potholes after the round about, heading to the south end of the fort **Contact:**

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1935370 Logged by: Verint CRM Connector on: 18/04/2025 08:51

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Two large potholes and now a few smaller ones, on the stretch of road heading to **Contact:**

the fort, coming from Newcraighall, under the A1 bridge

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1934687 Logged by: Verint CRM Connector on: 16/04/2025 19:01
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole next to roundabout Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1932584 Logged by: Verint CRM Connector on: 12/04/2025 11:45
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole heading towards fort u def bypass Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1931363 Logged by: Verint CRM Connector on: 09/04/2025 21:47

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: The timing of these lights have been changed causing long queues along past fort **Contact:**

kinaird.

Contact:

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Customer Services

Service: Roads General

Enquiry No.: 1927127 Logged by: Verint CRM Connector

egged by: Verint CRM Connector on: 01/04/2025 22:23
Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: On the roundabout. The potholes and surfaces of this roundabout has not been

repaired in any way shape or form since i last reported it nearly 2 years ago.

The roundabout at the other side of fort kinnaird retail park was resurfaced, down as far as Niddrie. I dont understand why that side was done and this side was ignored.

It needs done urgently!

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1926877 Logged by: Verint CRM Connector on: 01/04/2025 14:33

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: There are two potholes in the road just after the round about at Screwfix and before Contact:

the one at the Boots end of the Fort.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1924266 Logged by: Verint CRM Connector on: 27/03/2025 08:41
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Potholes forming and worsening fast on the roundabout at fort Kinnaird shopping

centre. This is already a very busy junction however people are now starting to

swerve to avoid the pot holes causing a danger to others.

The whole roundabout could do with being resurfaced to be honest as you can see it wearing away at multiple sections. Maybe this is something that could be looked into

being down during the night to cause less disruption to traffic flow? Thanks

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1923477 Logged by: on: 25/03/2025 15:36
Service: Roads General Subject: Traffic Sign:Defective/Damaged Classification: Request for service

Desc.: Twitter - Hello @edinhelp could we please have someone help us keep our children safe i, It has been reported by the loopy pop man several times, that the School sign is facing the wrong way.

Contact:

Location: Twitter - Hello @edinhelp could we please have someone help us keep our children Contact:

safe; It has been reported by the loopy pop man several times, that the School sign

is facing the wrong way.

Enquiry No.: 1923430 Logged by: Verint CRM Connector on: 25/03/2025 14:18
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: There is an uneven pot hole that's been there for well over a year the road is starting Contact:

to go all uneven at that part located. My car had hit it the other day causing a

strange noise to my car resulting in my cv joint braking

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1922235 Logged by: Verint CRM Connector on: 23/03/2025 08:59
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole on east bound side Contact:

Effective: 01/01/2025 to 18/08/2025 **Asset Number: 1.00 to 1.00** Service: Roads General

Site: Newcraighall Road (7906128)

Display Action Officer: No

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Logged by: Verint CRM Connector **Enquiry No.:** 1922232 on: 23/03/2025 08:54 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole on roundabout Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Logged by: Verint CRM Connector Enquiry No.: 1920176 on: 19/03/2025 07:53 Subject: Road: Defective / Damaged Service: Roads General Classification: Request for service

Desc.:

Location: Deep but small pothole, been reported twice, nearly damaged my alloy wheel this Contact:

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Plot Number: 1.00

Enquiry No.: 1916696 Logged by: Verint CRM Connector on: 11/03/2025 19:30 Subject: Road: Defective / Damaged Classification: Request for service Service: Roads General

Desc.:

Location: Multiples of deep potholes on the road heading to the fort which is under the bypsss **Contact:**

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50176782 Defect Number: 42178416

Enquiry No.: 1916178 Logged by: Verint CRM Connector on: 11/03/2025 07:55 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole in road between underpass and round about before B&M, heading TO fort

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Plot Number: 1.00

Logged by: Verint CRM Connector **Enquiry No.:** 1913226 on: 04/03/2025 20:23 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Deep potholes Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Logged by: Verint CRM Connector on: 04/03/2025 20:22 Enquiry No.: 1913225 Subject: Road: Defective / Damaged Service: Roads General Classification: Request for service

Desc.:

Location: Deep potholes Contact:

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Plot Number: 1.00

Logged by: Verint CRM Connector on: 04/03/2025 20:21 **Enquiry No.:** 1913224 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Potholes on roundabout Contact:

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Enquiry No.: 1913223

Logged by: Verint CRM Connector

on: 04/03/2025 20:21

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Deep potholes

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1913221

Potholes

Logged by: Verint CRM Connector

on: 04/03/2025 20:19

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Deep

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset Logged by: Verint CRM Connector

on: 26/02/2025 10:41

Enquiry No.: 1909874 Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Multiple potholes in road leading to roundabout at Fort

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1908303

Logged by: Verint CRM Connector

on: 23/02/2025 21:02

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Pothole / sinkhole on the roundabout in the middle of the road before pets at home

Contact:

exit. Will definitely cause some damage to car tyres. I cannot provide pictures but it

isn't hard to miss.

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1908077

Logged by: Verint CRM Connector Subject: Road: Defective / Damaged

on: 23/02/2025 13:03 Classification: Request for service

Service: Roads General

Desc.:

Plot Number: 1.00

Location: Multiple potholes in road between each roundabout at fort Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50175791

Defect Number: 42176913

on: 23/02/2025 13:02

Enquiry No.: 1908076 Service: Roads General

Subject: Road: Defective / Damaged

Logged by: Verint CRM Connector

Classification: Request for service

Desc.:

Location: Potholes in the road after the roundabout Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1908075

Logged by: Verint CRM Connector

on: 23/02/2025 13:02

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Potholes in roundabout at McDonald's Contact:

Plot Number: 1.00

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

on: 23/02/2025 13:01

Customer Services

Service: Roads General

Enquiry No.: 1908074 Logged by: Verint CRM Connector

Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole in road heading to fort

Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Large pothole inroad heading towards fort

Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1907646 Logged by: Verint CRM Connector on: 22/02/2025 10:44

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole between lines heading west

Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1906910 Logged by: Verint CRM Connector on: 20/02/2025 20:43

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50175598 **Defect Number:** 42176676

Enquiry No.: 1906206 Logged by: Verint CRM Connector on: 19/02/2025 18:43

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: NEAR THE PETS AT HOME, THERE ARE SUNKEN AND POTHOLES ON AN Contact:

AREA THAT HAD BEEN PREVIOUSLY REPAIRED

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1905760 Logged by: Verint CRM Connector on: 19/02/2025 07:18

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Potholes in road leading to roundabout Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1905217 Logged by: Verint CRM Connector on: 18/02/2025 08:22

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole in road, heading to fort from round about at Pets At Home / B&M **Contact:**

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50175375 **Defect Number:** 42176350

Contact:

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Customer Services

Enquiry No.: 1903858 Logged by: Verint CRM Connector on: 14/02/2025 20:02

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Multiple potholes in the approaching road to the roundabout at B&M coming from Contact:

Newcraighall

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1903699 Logged by: on: 14/02/2025 14:30
Service: Roads General Subject: Road Markings: Defective Classification: Request for service

Desc.: Gave Way lines on road have faded and need refreshed ASAP

Location: turning left on to The Wisp Contact:

Enquiry No.: 1902763 Logged by: Verint CRM Connector on: 12/02/2025 18:54
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole which had been filled the last two winters and the tarmac just pops out again Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1900853 Logged by: Verint CRM Connector on: 08/02/2025 18:27

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Roundabout is full of holes, dangerous to drive over turning into fort kinnaird off the **Contact:**

roundabout, already had a puncture from it.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1900841 Logged by: Verint CRM Connector on: 08/02/2025 17:30
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: 20 feet away from the roundabout coming from musselburgh direction, right hand

lane there is a long trench which is NOT safe to drive over.its used by a lot of traffic

and will only get worse.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1899535 Logged by: Verint CRM Connector on: 06/02/2025 09:15

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Worn ou surface on the roundabout near macdonalds, and a trench as you approach **Contact:**

the roundabout

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1899447 Logged by: Verint CRM Connector on: 05/02/2025 23:48
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: On the roundabout at McDonalds Fort Kinnaird there is a very deep and rutted **Contact:**

section of the road. I have marked he location on the map as best as I can. Extreme

care needs to be taken to not cause damage to wheels and tyres.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50174386 **Defect Number:** 42175101

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Customer Services

Enquiry No.: 1899446 Logged by: Verint CRM Connector on: 05/02/2025 23:46 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: There is a scar across the road round about the bus stop Opposite B&M. It's very Contact:

deep and needs to be driven over slowly and wth care. The problem appears to be the worst in the middle of the road on right hand land heading towards Fort Kinnaird

Plot Number: 1 00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50174385 Defect Number: 42175100

Enquiry No.: 1895919 Logged by: Verint CRM Connector on: 30/01/2025 17:14 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Pothole previously been filled twice but tarmac has popped out again! Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1894832 Logged by: on: 29/01/2025 07:51 Service: Roads General Subject: Roadworks: General Enquiry Classification: General Enquiry

Desc.: Case Details

Case RefTXF4KYQ5-101002928730 [TXF4KYQ5]

ClassificationFeedback >> Compliment, suggestion or complaint >> Make a compliment, suggestion or complaint

Associated with 7.

TitleUnfinished road works causing serious delays and pollution.

DescriptionFirst Name:

Last name:

Contact Telephone Number

Email: What area does your complaint relate to ?: road travel parking

If your comments relate to a council service for which you have an account then please provide an account number:

Short description of complaint: Unfinished road works causing serious delays and pollution.

Please provide the details of the complaint: Complaint to Roads Department, There is a westbound lane closure on the A6095, Newcraighall Road between the A1 slip and the Fort Kinnaird roundabout. This is listed on your website with no completion date shown. It is due to gas works, presumably by SGN, it is causing very long tailbacks right through Newcraighall Village with long delays traffic, including busses and increased pollution from stationary vehicles. For the last four days, no work whatsoever has been carried out on these works. No workmen are present. Why is no one monitoring this? Why is there no completion date? When will these works be finished? SGN would appear to be a law unto themselves

How would you like us to deal with this?: Take action with SGN to get these roadworks completed urgently.

Please upload additional documents that may assist us:

Location: Newcraighall Road between the A1 slip and the Fort Kinnaird roundabout. Contact:

Enquiry No.: 1893476 Logged by: Verint CRM Connector on: 27/01/2025 13:51 Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Just after the light heading down towards new craichall Contact:

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Customer Services

Service: Roads General

Enquiry No.: 1891313 Logged by: Verint CRM Connector

on: 23/01/2025 11:46
Classification: Request for service

Desc.:

Location: Westbound heading towards the roundabout (adjacent to McDonalds Fort Kinnaird). Contact:

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50173531 **Defect Number:** 42173942

Enquiry No.: 1891310 Logged by: Verint CRM Connector on: 23/01/2025 11:44

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Subject: Road: Defective / Damaged

Desc.:

Location: This along with several tarmac issues on the roundabout (adjacent to McDonalds **Contact:**

Fort Kinnaird).

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1891308 Logged by: Verint CRM Connector on: 23/01/2025 11:44

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: This along with several tarmac issues on the roundabout (adjacent to McDonalds **Contact:**

Fort Kinnaird).

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1889942 Logged by: Verint CRM Connector on: 20/01/2025 22:29
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Exit towards fort Kinnaird retail park. Close to the middle of the roundabout as if you **Contact:**

were coming off to go to pets at home. The road condition is awful and people are trying to avoid this pot hole / dip on the road as the condition is so bad driving over it. People are driving into another lane causing issues just to avoid it. I drive this route twice a day and I am convinced this having an impact on my car and also tyres.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1886125 Logged by: Verint CRM Connector on: 13/01/2025 22:33

Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.:

Location: Roundabout by McDonald's at Fort Kinnaird. Can't miss them. Massive craters all **Contact:**

around the roundabout.

Plot Number: 1.00 Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Job Number: 50172763 **Defect Number:** 42172891

Effective: 01/01/2025 to 18/08/2025

Service: Roads General

Site: Newcraighall Road (7906128)

Asset Number: 1.00 to 1.00

Display Action Officer: No

Customer Services

Enquiry No.: 1885882 Service: Roads General Logged by: Verint CRM Connector

Subject: Road: Defective / Damaged

on: 13/01/2025 15:23 Classification: Request for service

Desc.:

Location: Recently re-surfacing works were "completed" here. However the team have failed

to complete the job. Road markings have not been finished and on the East travelling Lane just after the crossroads with the wisp a section of road which used to be two lanes marked now has no road markings. Notably the merge arrows are present further up the road so it is highly evident the area is supposed to be two lanes. No markings is leading to near collisions regularly as people don't realise it is

2 lanes

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Enquiry No.: 1884348

Logged by: Verint CRM Connector

on: 10/01/2025 13:21

Service: Roads General

Subject: Road: Defective / Damaged

Classification: Request for service

Desc.:

Location: Sunken drain at the bus stop eastbound

Contact:

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 17 - From The Wisp to southbound on-ramp to A1 Mussell Feature Type: Road Asset

Maintenance Management

Job No.	Description		Location	Priority	Job Status	Entered	Completion	Works Order
Asset: 1.00 Asset - Locn			Asset - Locn.: Ward 17 - From The Wisp to so	rd 17 - From The Wisp to southbound on-ramp to A1 Mussel Feature Type: Road Asset Area: North East Locality				
50172521	I 1no pothole (RD	: CW Pothole)	At Ip NAW41	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	09/01/2025	10/01/2025 Act	. ROAD/82100473
50172763	3 2no potholes (RI	D: CW Pothole)	On the roundabout outside Pets at Home	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/01/2025	19/01/2025 Act	. ROAD/82100684
50172764	1 1no pothole (RD	: CW Pothole)	On the roundabout outside McDonalds	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/01/2025	19/01/2025 Act	. ROAD/82100685
50173531	1 number pothole (RD: CW Pothole		Just before Lampost number NAW51	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	23/01/2025	27/01/2025 Act	. ROAD/82101231
50174385	1 number pothole Pothole)	e (RD: CW	Opposite Lampost number NAW52	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	06/02/2025	09/02/2025 Act	. ROAD/82101891
50174386	3 number potholoroundabout (RD:		opposite Pets at home	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	06/02/2025	09/02/2025 Act	. ROAD/82101892
50174387	2 number potholoroundabout (RD:		Outside McDonalds	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	06/02/2025	09/02/2025 Act	. ROAD/82101893
50174842	2 1 pothole (RD: C	W Pothole)	See photo and pin point for location	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	11/02/2025	16/02/2025 Act	. ROAD/82102248
50174843	3 1 pothole (RD: C	W Pothole)	On approach to roundabout	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	11/02/2025	16/02/2025 Act	. ROAD/82102249
50175375	5 1 number potholo Pothole)	e (RD: CW	At Lampost number NAW39	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	19/02/2025	20/02/2025 Act	. ROAD/82102735
50175598	3 number potholo Pothole)	es (RD: CW	On roundabout at pets at home	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	21/02/2025	03/03/2025 Act	. ROAD/82102901
50175791	2 number pothole Pothole)	es (RD: CW	Outside number 20	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	24/02/2025	03/03/2025 Act	. ROAD/82103087
50176782	2 1 number potholo Pothole)	e (RD: CW	Under bridge At Lampost number NAW60	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	12/03/2025	13/03/2025 Act	. ROAD/82103881

Effective: 01/01/2025 to 18/08/2025

50182933 1 number pot before roundabout just passed Lampost number

Service: Roads General

.5mx1m (RD: FW HRA Cracked/Broken) 50179875 1 number pothole at manhole

cover (RD: CW Pothole)

50180334 1 number pothole (RD: CW

(RD: CW Pothole)

Pothole)

rvice: Roads General
Site: Newcraighall Road (7906128)

Under bypass heading to the fort

Opposite number 9

NAW50

Asset Number: 1.00 to 1.00

RD: Made Safe Job

RD: Made Safe Job

RD: Made Safe Job

Complete

Complete

Complete

13/05/2025 15/05/2025 Act. ROAD/82106010

26/05/2025 27/05/2025 Act. ROAD/82106330

22/07/2025 22/07/2025 Act. ROAD/82107969

Display Action Officer: No

RD: Cat 3 - 60 Day

RD: Cat 3 - 60 Day

RD: Cat 3 - 60 Day

Mainter	nance Manaç	gement						
Job No.	Description		Location	Priority	Job Status	Entered	Completion	Works Order
	Asset:	1.00	Asset - Locn.: Ward 17 - From The Wisp to so	uthbound on-ramp to A1 Mussel Feature	Type: Road Asset		Area: North Eas	st Locality
5017830	5 x5 patches as Approx 1.5x2m .5x1.5m 0.25x1m 0.25x0.25m	marked	At fort kinnaird east bus stop	RD: Cat 3 - 60 Day	Job Committed	08/04/2025	01/07/2025 Es	t. ROAD/82104944