

Site History Report

Effective: 20/08/2024 to 22/10/2025

Service: Roads General

Display Action Officer: No

Asset Number: 1.00 to 1.00

Subject: Pavement: Damaged / Defective (R048)

Site: Pennywell Road (7901490)

Site: Pennywell Road (7901490)

Locality: Pilton, Edinburgh, City of Edinburgh

Area: North West Locality

Customer Services

Enquiry No.: 2022540

Service: Roads General

Desc.:

Location: The paving in Macmillan Square, Pennywell Road, is extremely hazardous. Slabs appear safe but move under one's weight. Some are not lying flat with the edges presenting a trip hazard. I've just escorted a woman with mobility issues. I feared she'd fall before we reached the dentist.

Logged by: Verint CRM Connector

Subject: Pavement: Damaged / Defective

on: 02/10/2025 12:07

Classification: Request for service

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 4 - Muirhouse Parkway to Ferry Road

Feature Type: Road Asset

Enquiry No.: 1998528

Service: Roads General

Desc.:

Location: When looking at the bus stop, the pavement on the right side is crumbling away and becoming a hole / trip hazard. This is causing difficulties for people using walking aids with wheels as they are getting caught in the hole when trying to reach the bus stop, or having to go close to pavement edge to get past it.

Logged by: Verint CRM Connector

Subject: Pavement: Damaged / Defective

on: 18/08/2025 11:52

Classification: Request for service

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 4 - Muirhouse Parkway to Ferry Road

Feature Type: Road Asset

Job Number: 50183851

Defect Number: 42188728

Enquiry No.: 1954588

Service: Roads General

Desc.:

Location: Outside Ladbrokes open drain. My [REDACTED] tripped over the hole and has hurt himself. This has been there for a while.

Logged by: Verint CRM Connector

Subject: Pavement: Damaged / Defective

on: 28/05/2025 10:38

Classification: Request for service

Contact:

Plot Number: 1.00

Feature Id - Location: Ward 4 - Muirhouse Parkway to Ferry Road

Feature Type: Road Asset

Job Number: 50180561

Defect Number: 42184606

Enquiry No.: 1943465

Service: Roads General

Desc.:

Location: I was on way to [REDACTED] on Tuesday 14:45 I got off the number [REDACTED] and i didn't see where I put my foot, i put it in a hole where a old bus stop sign had previously been!

Logged by: Verint CRM Connector

Subject: Pavement: Damaged / Defective

on: 05/05/2025 14:22

Classification: Request for service

Contact:

[REDACTED]
[REDACTED] I'd appreciate if something was done that could have been an elder or child! The way I fell was towards the bus wheel.

Look forward to hearing back from yous

Plot Number: 1.00

Feature Id - Location: Ward 4 - Muirhouse Parkway to Ferry Road

Feature Type: Road Asset

Job Number: 50179551

Defect Number: 42182888

Enquiry No.: 1937293

Service: Roads General

Desc.:

Location: The whole shopping centre paving is an absolute disgrace and a danger to everyone especially the infirm but locals know this yesterday I went to the [REDACTED] walked on a grate it popped up and I ended up face first into a wall

Logged by: Verint CRM Connector

Subject: Pavement: Damaged / Defective

on: 23/04/2025 09:17

Classification: Request for service

Contact:

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Service: Roads General

Display Action Officer: No

Asset Number: 1.00 to 1.00

Subject: Pavement: Damaged / Defective (R048)

Site: Pennywell Road (7901490)

Customer Services

Enquiry No.: 1919380 Logged by: Verint CRM Connector on: 17/03/2025 15:28
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:
Location: Dropped curb on Pennywell Road outside Craigroyston High School. Contact:

Local resident demonstrated how he could not safely cross the road here because the dropped curb is too high. Unsuitable for those using walking-aids or with buggies.

Can this be lowered?

Enquiry No.: 1919335 Logged by: Verint CRM Connector on: 17/03/2025 14:33
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:
Location: Pavement potholes Pennywell Road, outside Craigroyston High School. Contact:

Enquiry No.: 1899370 Logged by: Verint CRM Connector on: 05/02/2025 19:46
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:
Location: Muirhouse avenue bus stop on Pennywell road. Flagpole insecure 24, PENNYWELL ROAD, EDINBURGH, EH4 4HD Contact:

Plot Number: 1.00 Feature Id - Location: Ward 4 - Muirhouse Parkway to Ferry Road Feature Type: Road Asset

Enquiry No.: 1837308 Logged by: Verint CRM Connector on: 27/09/2024 13:45
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:
Location: Muirhouse avenue bus stop pole on Pennywell road Contact:

Plot Number: 1.00 Feature Id - Location: Ward 4 - Muirhouse Parkway to Ferry Road Feature Type: Road Asset

Enquiry No.: 1833511 Logged by: [REDACTED] on: 18/09/2024 14:44
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.: Area is close to pennywell road where building new houses Please send out a claim form On 18 august around 9 am this [REDACTED] had a terrible fall, [REDACTED] would like make a claim. Can you please send out form by mail as does not use e-mail or internet.
Location: Area is close to pennywell road where building new houses Please send out a claim form On 18 august around 9 am this [REDACTED]. The location is at pavement at side of greggs the bakers and the chemist/dentists. The pavement has very small, square uneven paving slabs would like make a claim. Can you please send out form by mail as does not use e-mail or internet.

Site History Report

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Display Action Officer: No

Asset Number: 1.00 to 1.00

Subject: Pavement: Damaged / Defective (R048)

Site: Pennywell Road (7901490)

Customer Services

Enquiry No.: 1829908

Logged by: [REDACTED]

on: 10/09/2024 16:03

Service: Roads General

Subject: Pavement: Damaged / Defective

Classification: Request for service

Desc.: Good morning,

I'm getting in touch regarding the condition of the at pennywell/muirhouse shop area. A lot of the stones are loose with the edges sticking up. I myself have tripped over these on several occasions and no doubt so will have many others. The other issue is that if you stand on the loose stones and it moves, a lot of water rises up and soaks your foot.

This is a newly redeveloped area and the condition it has been left in by the developers is appalling! I have noticed these same issues with others newly developed parts of the muirhouse area. I can't imagine I'm the first person to have reported this issue. This is extremely dangerous, especially for the elderly or infirm, especially coming into winter.

I can't understand how this hasn't been rectified already as it's been this way for some time now.

Regards,

[REDACTED]

Location: pavement o/s shopping area

Contact: