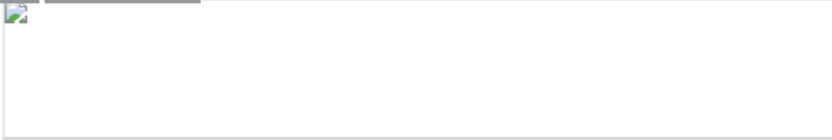


From: [redacted]@edinburgh.gov.uk
Sent on: Thursday, August 28, 2025 12:10:25 PM
To: Temporary Traffic Regulation Orders TemporaryTrafficRegulationOrders@edinburgh.gov.uk
CC: [redacted]@edinburgh.gov.uk
Subject: FW: TTRO Application Form JLES Scotland LTD Clufflat Brae 15 Sep 2025 to 23 Dec 2025
Urgent: High

Hello
Please can you confirm this one has been processed? Or if any more information is needed
Many thanks

[redacted] I Roads Inspector I Road Works Co Ordination I Waverley Court G 3, Edinburgh EH8 8BG
E mail [redacted]@edinburgh.gov.uk

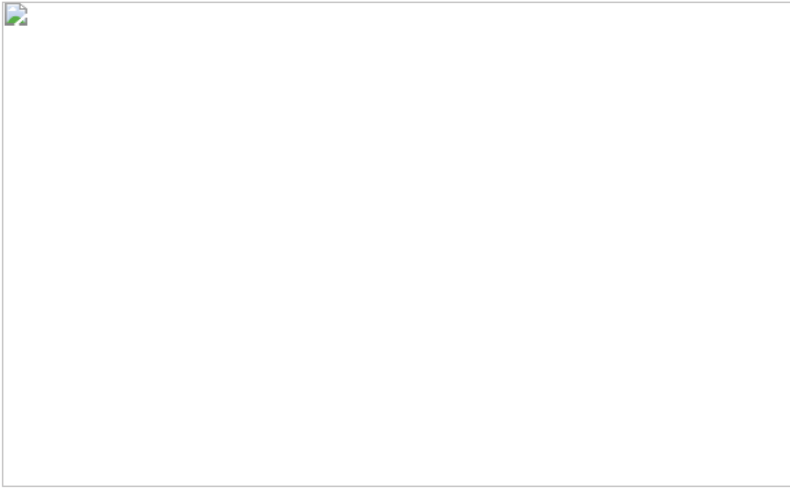


From: [redacted]
Sent: 18 August 2025 15:45
To: Temporary Traffic Regulation Orders
Subject: RE: TTRO Application Form JLES Scotland LTD Clufflat Brae 15 Sep 2025 to 23 Dec 2025
Importance: High
Hi [redacted]
Yes the extent will be up to No 21 on the plan below
If you need any more information please let me know
Many thanks

From: Temporary Traffic Regulation Orders <TemporaryTrafficRegulationOrders@edinburgh.gov.uk>
Sent: 18 August 2025 14:42
To: [redacted]@edinburgh.gov.uk
Subject: FW: TTRO Application Form JLES Scotland LTD Clufflat Brae 15 Sep 2025 to 23 Dec 2025
Hi [redacted]

Thank you for getting back to me
Sorry about this, it's only just come to my attention that number 21 is not located as per the plan you provided, but appears to be at the end of the cul de sac please see the below screenshots Could you please clarify what the extend of the restrictions should be?



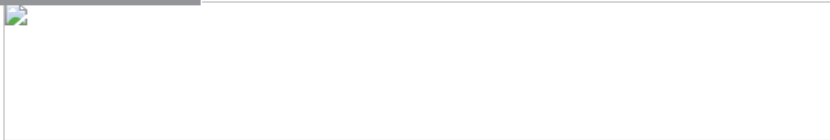


Many thanks

From: [redacted] <[\[redacted\]@edinburgh.gov.uk](mailto:[redacted]@edinburgh.gov.uk)>
Sent: 15 August 2025 10:26
To: Temporary Traffic Regulation Orders <TemporaryTrafficRegulationOrders@edinburgh.gov.uk>
Subject: RE: TTRO Application Form JLES Scotland LTD- Clufflat Brae - 15 Sep 2025 to 23 Dec 2025

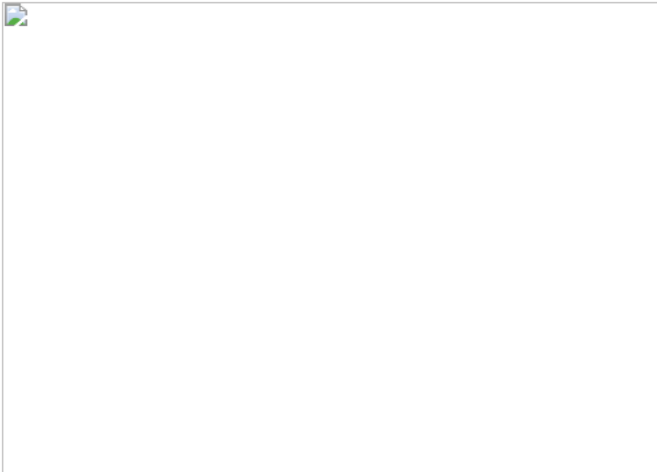
Hi [redacted]
Thank you for your email. I have updated the application to show the changes. Please see attached
Also I believe the closure will be 24/7 however, the contractor will allow access for residents who stay there.
Please let me know if you need anymore information
Many thanks

[redacted] I Road Works Co-Ordination I Waverley Court G.3, Edinburgh EH8 8BG
E-mail: [\[redacted\]@edinburgh.gov.uk](mailto:[redacted]@edinburgh.gov.uk)



From: Temporary Traffic Regulation Orders <TemporaryTrafficRegulationOrders@edinburgh.gov.uk>
Sent: 11 August 2025 13:47
To: [redacted] <[\[redacted\]@edinburgh.gov.uk](mailto:[redacted]@edinburgh.gov.uk)>
Cc: [redacted] <[\[redacted\]@edinburgh.gov.uk](mailto:[redacted]@edinburgh.gov.uk)>
Subject: RE: TTRO Application Form JLES Scotland LTD- Clufflat Brae - 15 Sep 2025 to 23 Dec 2025

Hi [redacted]
I'm afraid that we are unable to accept or draft the TTRO with the information provided, and will require some clarification.
The plan provided and the extend of the descriptions don't appear to match. I have marked out the area (see black crosses) that would be covered based on the descriptions (also unsure why the parking restrictions only cover the North side). According to the plan the road closure affects everything marked in the blue area:



Regarding the descriptions, measurements should preferably be taken from extended kerblines (in this case extended building/property lines will be fine).
E.g. (changes are in red):

- **Clufflat Brae:** From the **extended east building** line of No 12, **east**bound to the **extended west building** line of No 21/22.

Concerning the road closure, could you also please confirm if the heras fencing will be removed every day to allow vehicles access outwith the working hours (9.00am-5.00)?

Many thanks

4 East Market Street| Edinburgh | EH8 8BG |

From: [redacted] <[redacted]@edinburgh.gov.uk>

Sent: 04 August 2025 13:09

To: Temporary Traffic Regulation Orders <TemporaryTrafficRegulationOrders@edinburgh.gov.uk>

Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; police.scotland <police.scotland@edinburgh.gov.uk>; Fire Brigade <e.edinburghcontrol@firescotland.gov.uk>; [redacted] <[redacted]@scotland.police.uk>; Edintravel <edintravel@edinburgh.gov.uk>

Subject: TTRO Application Form JLES Scotland LTD- Clufflat Brae - 15 Sep 2025 to 23 Dec 2025

Hi All,
Please see attached application for a Road Closure and Parking Restrictions for JLES Scotland to upgrade water sewer connection
Planned works start – **Monday 15 September 2025 to Tuesday 23 December 2025.**
If you have any queries or need any additional information, please contact me on 07751970320
Many thanks

[redacted] | Waverley Court G.4, Edinburgh EH8 8BG

E: [redacted] <[redacted]y@edinburgh.gov.uk>

From: [redacted] <[redacted]@jlesgroup.com>

Sent: 04 August 2025 10:16

To: [redacted] <[redacted]@edinburgh.gov.uk>

Cc: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>

Subject: Clufflat Brae - road closure

External email

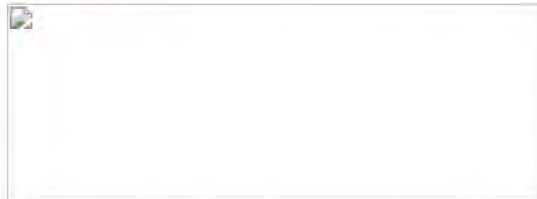
Good morning,
Thank you for getting back to me.
We understand that delays can happen. If the 15th of September is the earliest available date, we will proceed on that basis and will carry out the work within the 12-week schedule.
Please let me know if there's anything further you require from us before the start date.
Kind regards

Direct Dial: [redacted]

JLES Scotland Limited

Suite 30, Arx House, 9 James Watt Avenue, East Kilbride, G75 0QD

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From: [redacted] <[redacted]@edinburgh.gov.uk>

Sent: 04 August 2025 09:21

To: [redacted] <[redacted]@jlesgroup.com>

Cc: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>

Subject: RE: Clufflat Brae - road closure

Dear [redacted]
Thank you for your email. I apologise I have missed this TTRO. I am unable to processed for the date you have requested on the 28 of August 2025.
The earliest start date I can now offer is 15th of September 2025.
Please can you let me know if this new date is suitable.
Many thanks

[redacted] | Roads Inspector | Road Works Co-Ordination | Waverley Court G.3, Edinburgh EH8 8BG

E-mail: [redacted] <[redacted]@edinburgh.gov.uk>



From: [redacted] <[redacted]@edinburgh.gov.uk>

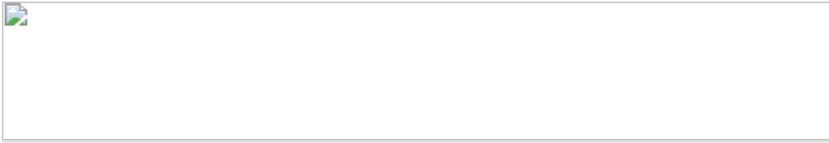
Sent: 24 July 2025 16:29

To: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>

Cc: [redacted] <[redacted]@jlesgroup.com>

Subject: Re: Clufflat Brae - road closure

My colleague [redacted] is processing the TTRO but is off until Monday and he can give an update then.



From: [redacted] <[redacted]@jlesgroup.com>
Sent: 09 July 2025 15:34
To: [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@jlesgroup.com>
Subject: Clufflat Brae - road closure

Hi [redacted]
Thanks for getting back to me.
I can provide a TM plan; however, please note that the road will be closed from 9:00 AM to 5:00 PM and open outside of these hours. Could you please confirm whether the TM plan is still required based on this information?
Kind regards

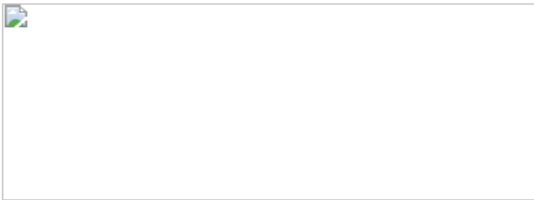
[redacted]

Direct Dial: [redacted]

JLES Scotland Limited

Suite 30, Arx House, 9 James Watt Avenue, East Kilbride, G75 0QD

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From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: 09 July 2025 13:30
To: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@jlesgroup.com>
Subject: RE: External: Clufflat Brae - road closure

Hi [redacted]
Please can you send over the TM plan for this one?
Many thanks

[redacted] I Road Works Co-Ordination I Waverley Court G.3, Edinburgh EH8 8BG

E-mail: [redacted] <[redacted]@edinburgh.gov.uk>



From: [redacted] <[redacted]@jlesgroup.com>
Sent: 23 June 2025 13:27
To: [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@jlesgroup.com>
Subject: External: Clufflat Brae - road closure

Good afternoon,
Please see the filled out TTRO form attached.
If you require anything further, please let me know.
Kind regards

[redacted]

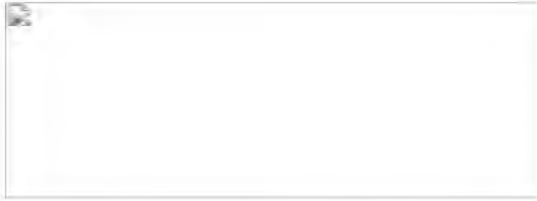
Direct Dial: [redacted]

JLES Scotland Limited

Suite 30, Arx House, 9 James Watt Avenue, East Kilbride, G75 0QD

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From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: 19 June 2025 14:31
To: [redacted] <[redacted]@cala.co.uk>; [redacted] <[redacted]@jlesgroup.com>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>
Subject: External: Clufflat Brae - road closure

You don't often get email from [redacted] <[redacted]@edinburgh.gov.uk>. Learn why this is important

Caution: This is an external email. Please take care when clicking links or opening attachments. When in doubt, contact your IT Department

Hi
I am reviewing your permit and see you may need to close the road, have you applied for a TTRO? If not please get it sent over to us to prepare.
Regards

[redacted] | Road Works Co-Ordination – North West Area | Citywide Networks | Network Management & Enforcement | Operational Services | Place | The City of Edinburgh Council | [redacted] <[redacted]@edinburgh.gov.uk>



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The Council has endeavoured to scan this eMail message and attachments for computer viruses and will not be liable for any losses incurred by the recipient.

From: [REDACTED]@edinburgh.gov.uk>
Sent on: Wednesday, December 3, 2025 10:02:30 AM
To: [REDACTED]@edinburgh.gov.uk>
Subject: FW: Urgent: Access Obstruction – Clufflat Brae TTRO TEMP/25/121
Attachments: 22085.jpg (5.4 MB), 22076.jpg (3.87 MB)

Hi [REDACTED]
Please see email below from [REDACTED]
Many thanks
[REDACTED]

From: [REDACTED]
Sent: 02 December 2025 21:22
To: Richard Denney
Subject: Urgent: Access Obstruction – Clufflat Brae TTRO TEMP/25/121

External email

First time sender

Dear [REDACTED]

I am writing regarding the ongoing sewer upgrade works on Clufflat Brae, South Queensferry, under TTRO TEMP/25/121 (15 September – 23 December 2025, for JLES Scotland Ltd).

According to the full TTRO text, the order authorises a road closure for the works but explicitly states: “There is no available diversion with respect to the closure of Clufflat Brae, where local access will be maintained.”

However, as of today, a large excavation with metal formwork and surrounding fencing almost completely blocks the carriageway, and vehicles can only access properties at the end of the cul-de-sac by driving onto the pedestrian footway, which is unsafe and not a suitable alternative.

This situation appears to breach the TTRO requirement to maintain local access. I am concerned both for the safety of residents and the legality of the contractor’s current site layout.

Could you please confirm as a matter of urgency:

1. Whether this level of obstruction complies with TTRO TEMP/25/121.
2. Whether the contractor has reported changes to the traffic management plan or excavation footprint.
3. What immediate measures will be taken to maintain safe and reasonable vehicular access for residents at the end of the cul-de-sac.
4. Whether an inspection can be carried out promptly to ensure compliance with the TTRO and safety standards.

I have attached photographs documenting the current obstruction and unsafe access route. I would appreciate your urgent guidance on how residents can safely access their properties while these works continue.

Thank you for your prompt attention to this matter.

Kind regards,
[REDACTED]

From: [REDACTED]@edinburgh.gov.uk>
Sent on: Wednesday, December 3, 2025 10:02:30 AM
To: [REDACTED]@edinburgh.gov.uk>
Subject: FW: Urgent: Access Obstruction – Clufflat Brae TTRO TEMP/25/121
Attachments: 22085.jpg (5.4 MB), 22076.jpg (3.87 MB)

Hi [REDACTED]
Please see email below from [REDACTED]
Many thanks
[REDACTED]

From: [REDACTED]
Sent: 02 December 2025 21:22
To: [REDACTED]
Subject: Urgent: Access Obstruction – Clufflat Brae TTRO TEMP/25/121

External email

First time sender

Dear [REDACTED]

I am writing regarding the ongoing sewer upgrade works on Clufflat Brae, South Queensferry, under TTRO TEMP/25/121 (15 September – 23 December 2025, for JLES Scotland Ltd).

According to the full TTRO text, the order authorises a road closure for the works but explicitly states: “There is no available diversion with respect to the closure of Clufflat Brae, where local access will be maintained.”

However, as of today, a large excavation with metal formwork and surrounding fencing almost completely blocks the carriageway, and vehicles can only access properties at the end of the cul-de-sac by driving onto the pedestrian footway, which is unsafe and not a suitable alternative.

This situation appears to breach the TTRO requirement to maintain local access. I am concerned both for the safety of residents and the legality of the contractor’s current site layout.

Could you please confirm as a matter of urgency:

1. Whether this level of obstruction complies with TTRO TEMP/25/121.
2. Whether the contractor has reported changes to the traffic management plan or excavation footprint.
3. What immediate measures will be taken to maintain safe and reasonable vehicular access for residents at the end of the cul-de-sac.
4. Whether an inspection can be carried out promptly to ensure compliance with the TTRO and safety standards.

I have attached photographs documenting the current obstruction and unsafe access route. I would appreciate your urgent guidance on how residents can safely access their properties while these works continue.

Thank you for your prompt attention to this matter.

Kind regards,
[REDACTED]



On Mon, 22 Dec 2025 at 10:50, [REDACTED] > wrote:

Thank you for the rapid response from everyone.

I am at home today so if the inspectors want to pop in to discuss very happy.

[REDACTED]

On Mon, 22 Dec 2025 at 10:11, [REDACTED] <[\[REDACTED\]@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)> wrote:

Dear [REDACTED],

I can confirm that an inspection will be carried out this morning.

Any remedial works will be agreed with Cala once they return from their winter shutdown and rectified as appropriate. However, if the inspection finds that action is required immediately on the grounds of safety, this will be addressed by the Council ASAP and Cala invoiced for any costs associated with that work, when they return in the new year.

I trust that the information provided is helpful and will be in touch in the new year with an update.

Kind regards,

[REDACTED]



From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: 22 December 2025 09:58
To: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <cala.group@cala.co.uk>; [redacted] <customerserviceteameast@cala.co.uk>; [redacted] <[redacted]er@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Subject: Re: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

Dear [redacted],

Thanks for copying me into your email and making me aware of this.

As you've also copied in [redacted] and [redacted], I would expect one or both to acknowledge your email and carry out an inspection as requested. I would also request that the council officers keep us all informed on the outcome of an inspection and what action is planned.

Thanks,
[redacted]

From: [redacted]
Sent: Sunday, December 21, 2025 2:32 pm
To: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <cala.group@cala.co.uk>; [redacted] <cala.group@cala.co.uk>; [redacted] <customerserviceteameast@cala.co.uk>; [redacted] <customerserviceteameast@cala.co.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Subject: Re: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

Hi [redacted] and South Queensferry Councillors,

[redacted] - I just wanted to follow-up on your response to [redacted] regarding the state Clufflat Brae has been left in post the sewers work.

There has been significant damage to both the road surface and the pavement due to the heavy plant equipment and associated works. The heavy digger was regularly on the pavement over a number of weeks due to the lack of space with the works and this has created significant damage on pavements and the road surface itself that will rapidly deteriorate as water and ice gets in cracks. For the benefit of the Councillors and Cala team who are cc'd I have reattached example photos of the issues.

In your message you state "Our remit on behalf of CALA Homes is very specific, and we have not been instructed to undertake any additional works beyond the sewer upgrade currently in progress." Whilst I appreciate that point, the contract with CALA does not supersede the responsibilities that JLES and CALA have under the relevant legislation.

Specifically I wanted to highlight:

1. The **Roads (Scotland) Act 1984 Section 96** "Extraordinary expenses in repairing roads damaged by heavy vehicles etc." - "where as respects any public road it appears to the roads authority (where they are a local roads authority from a certificate of the proper officer of the authority) that having regard to the average expense of maintaining the road, or other similar roads in their area, extraordinary expenses have been, or will be, incurred by them in maintaining the road by reason of damage caused to it by excessively heavy, or other extraordinary, vehicles or traffic, they may recover from any person (in this section referred to as the "operator") by or in consequence of whose orders the vehicles have, or traffic has, been on the road, so much of the expenses of maintenance as is, or is likely to be, attributable to that damage."
2. The **New Roads and Street Works Act 1991 (NRSWA) section 129 "Duty of undertaker to reinstate"** - "(1)It is the duty of the undertaker by whom road works are executed to reinstate the road." The duty also extends to any damage caused by the activity of carrying out the works, not just the excavated area. This includes pavement and road cracking caused by movement of heavy plant or vibrations.

Just for clarity, under Scots law, the term "road" includes the pavement/footway.

Unfortunately Cala has failed to respond at all to any of our communications via the Customer Services email address you provided (customerserviceteameast@cala.co.uk).

We have included the local councillors on this email as we need to rapidly get to a good outcome on the reinstatement works - and it is the council that are the relevant authority here, and it seems appropriate for the Council to undertake an inspection as outlined in. **Councillor's can you please initiate the appropriate inspection to be undertaken as otherwise the council are likely to have significant road repair costs over the coming years.** I have also copied [redacted] given their roles for Edinburgh around enforcement and the road authorities committee.

Regards
[redacted]

On Mon, 8 Dec 2025 at 14:40, [redacted] <[redacted]@jlesgroup.com> wrote:

Hi [REDACTED] hope you're well.

Thank you for your email, and please accept my apologies for the delay in responding, I have been away on leave for several days.

Firstly, I want to sincerely apologise for the disruption on site since the works commenced. I completely appreciate the inconvenience this has caused. Our remit on behalf of CALA Homes is very specific, and we have not been instructed to undertake any additional works beyond the sewer upgrade currently in progress.

Rather than simply reinstating the excavation trenches, we will be planing off and resurfacing one lane in its entirety where the sewer upgrade works have been carried out. These works are continuing this week, and we expect the surfacing to be completed by the original target date of 12th December 2025, as advised to residents prior to commencement.

If you have any further queries, CALA Homes have asked that these be directed to customerserviceteameast@cala.co.uk, and their team will respond accordingly.

Thank you for your understanding and patience as we complete these essential works.

Kind regards,

[REDACTED]

Direct Dial: [REDACTED]

JLES Scotland Limited

Suite 30, Anx House, 9 James Watt Avenue, East Kilbride, G75 0QD

JLES North West Limited

Suite 5, Waterside Business Centre, Canal Street, Leigh, WN7 4DB

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Microsoft Word document content, including text and formatting details, is visible in this section.

From: [REDACTED]
Sent: Thursday, December 04, 2025 08:49
To: [REDACTED] <[\[REDACTED\]@jlesgroup.com](mailto:[REDACTED]@jlesgroup.com)>
Cc: [REDACTED] >
Subject: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

You don't often get email from claire.lumsdaine@googlemail.com. [Learn why this is important](#)

Dear [REDACTED]

We understand that you are the key contact for the works in Clufflat Brae, EH30 9YQ.

We are writing serious concerns regarding the condition of our street following the sewer installation works undertaken by your company since **13th October**. We understand these works are scheduled to conclude during **December** and are being carried out to service new housing developments by Cala Homes. However, it must be stressed that these works provide **no benefit whatsoever to existing residents**, yet we have endured significant disruption and damage as a direct consequence.

Over the past weeks, we have tolerated:

- Severely **limited access** to our homes.
- Constant presence of **heavy vehicles and construction stock** throughout the street.
- **Major excavations, hammering, and noise** at all hours.
- Pavements and road surfaces repeatedly driven over by excavators, road cleaners, fuel deliveries, and other heavy vehicles **hundreds of times daily**, often left parked on pavements for extended periods.

- Damage to **adjacent pavements, drains, and areas used for storage** of materials.

We are deeply concerned by reports from neighbours' conversations with your company that only the directly excavated section of road is planned for resurfacing. This is wholly inadequate. The damage caused extends far beyond the trench itself and includes widespread deterioration of road surfaces, pavements, and drainage infrastructure. This has been caused by both the works themselves and by the presence and use of the road by heavy vehicles for an extended period of time - parking and driving on pavements as well as the road surface. Simply resurfacing the excavated strip will not put right the harm done.

We therefore require that you:

- **Fully reinstate all affected areas** of road, pavements, and drains, not just the trench.
- **Repair damage caused by heavy vehicle use and storage**, ensuring surfaces are restored to their original condition.
- **Provide a clear timetable** for remedial works, communicated to residents without delay.
- **Confirm budget allocation** for comprehensive reinstatement, not partial measures.

Given the urgency of the issue, I plan to escalate this matter formally to **Cala Homes** and to raise it with our **MSP**. Your company has a responsibility to leave our street in a safe, serviceable, and fully restored condition, and we expect you to meet that responsibility without delay.

Please confirm in writing within **seven days** of receipt of this letter the steps you will take to make good all damage caused.

[Redacted signature block]

This email and files transmitted with it are confidential and are intended for the sole use of the individual or organisation to whom they are addressed. If you have received this eMail in error please notify the sender immediately and delete it without using, copying, storing, forwarding or disclosing its contents to any other person.

The Council has endeavoured to scan this eMail message and attachments for computer viruses and will not be liable for any losses incurred by the recipient.

From: [redacted]
To: [redacted]
Subject: Fw: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry
Date: 05 January 2026 14:15:32
Attachments: [image011.jpg](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[image017.png](#)
[image018.png](#)
[image019.png](#)
[IMG_9930.jpeg](#)
[IMG_9934.jpeg](#)
[IMG_9935.jpeg](#)
[IMG_9937.jpeg](#)
[IMG_9938.jpeg](#)
[IMG_9933.jpeg](#)

FYI 2

From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: Monday, December 22, 2025 1:08:54 PM
To: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>
Subject: Re: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

Hi [redacted]

I have visited site and inspected the damage that may have been done by Cala / Jles when carrying out their sewer upgrade works.
The main damage is superficial cracking on the road / footway surface, that was most likely caused by heavy vehicles / plant, I have no immediate safety concerns.
I have spoken to the resident that made the complaint, and he pointed out the area's of concern so I will take this to Cala after the break.
Please see attached photos.

Kind regards

[redacted]

From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: Monday, December 22, 2025 11:08:39 AM
To: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Subject: RE: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

Hi [redacted]

Due to the fact Scottish Water were in the vicinity recently Jack Aitken is attending today and carry out a RTN inspection and follow the inspection process accordingly. I will forward any issues found.
Apologies I should have sent this earlier.

Kind regards

[redacted]

[redacted] | NRSWA Team | Planning and Transport | Place | The City of Edinburgh Council | C1, Waverley Court | 4 East Market Street | EDINBURGH | EH8 8BG | [redacted]
email: [redacted]@edinburgh.gov.uk



From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: 22 December 2025 08:42
To: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>
Subject: RE: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

Good morning, [redacted]

I will attend Clufflat Brae this morning to have a closer look, assess the damage and make sure nothing requires immediate attention. The Cala site is closed for the Christmas holidays, so I won't be able to speak to anyone today, but I will contact them as soon as they return.

Kind Regards

[redacted]

From: [redacted] <[redacted]@edinburgh.gov.uk>
Sent: 21 December 2025 22:50
To: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>

[redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <Gavin.Brown@edinburgh.gov.uk>
Subject: FW: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

Hi [redacted]

Could you have a talk about this one, decide who should take the lead in dealing with it and ensure someone speaks to Cala if these conversations are not already underway.

Any issues, give me a call.

Thanks,

[redacted]

[redacted] | [redacted] | Network Management & Enforcement | Transport | Operational Services | Place | City of
Edinburgh Council | Waverley Court | 4 East Market Street, Edinburgh, EH8 8BG [redacted] | [redacted]@edinburgh.gov.uk | www.edinburgh.gov.uk



From: [redacted]
Sent: 21 December 2025 14:31
To: [redacted] <[redacted]@jlesgroup.com>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Cc: [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <cala.group@cala.co.uk>; [redacted] <customerserviceteameast@cala.co.uk>; [redacted] <[redacted]@edinburgh.gov.uk>; [redacted] <[redacted]@edinburgh.gov.uk>
Subject: Re: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

- External email
- First time sender
- Contains topics of a financial nature

Hi [redacted] and South Queensferry Councillors,

[redacted] - I just wanted to follow-up on your response to [redacted] regarding the state Clufflat Brae has been left in post the sewers work.

There has been significant damage to both the road surface and the pavement due to the heavy plant equipment and associated works. The heavy digger was regularly on the pavement over a number of weeks due to the lack of space with the works and this has created significant damage on pavements and the road surface itself that will rapidly deteriorate as water and ice gets in cracks. For the benefit of the Councillors and Cala team who are cc'd I have reattached example photos of the issues.

In your message you state "Our remit on behalf of CALA Homes is very specific, and we have not been instructed to undertake any additional works beyond the sewer upgrade currently in progress.". Whilst I appreciate that point, the contract with CALA does not supersede the responsibilities that JLES and CALA have under the relevant legislation.

Specifically I wanted to highlight:

1. The Roads (Scotland) Act 1984 Section 96 "Extraordinary expenses in repairing roads damaged by heavy vehicles etc." - "where as respects any public road it appears to the roads authority (where they are a local roads authority from a certificate of the proper officer of the authority) that having regard to the average expense of maintaining the road, or other similar roads in their area, extraordinary expenses have been, or will be, incurred by them in maintaining the road by reason of damage caused to it by excessively heavy, or other extraordinary, vehicles or traffic, they may recover from any person (in this section referred to as the "operator") by or in consequence of whose orders the vehicles have, or traffic has, been on the road, so much of the expenses of maintenance as is, or is likely to be, attributable to that damage."
2. The New Roads and Street Works Act 1991 (NRSWA) section 129 "Duty of undertaker to reinstate" - "(1)It is the duty of the undertaker by whom road works are executed to reinstate the road.". The duty also extends to any damage caused by the activity of carrying out the works, not just the excavated area. This includes pavement and road cracking caused by movement of heavy plant or vibrations.

Just for clarity, under Scots law, the term "road" includes the pavement/footway.

Unfortunately Cala has failed to respond at all to any of our communications via the Customer Services email address you provided (customerserviceteameast@cala.co.uk).

We have included the local councillors on this email as we need to rapidly get to a good outcome on the reinstatement works - and it is the council that are the relevant authority here, and it seems appropriate for the Council to undertake an inspection as outlined in. **Councillors can you please initiate the appropriate inspection to be undertaken as otherwise the council are likely to have significant road repair costs over the coming years.** I have also copied [redacted] given their roles for Edinburgh around enforcement and the road authorities committee.

Regards

[redacted]

On Mon, 8 Dec 2025 at 14:40, Luke Barry <Luke.Barry@jlesgroup.com> wrote:

Hi [redacted] hope you're well.

Thank you for your email, and please accept my apologies for the delay in responding, I have been away on leave for several days.

Firstly, I want to sincerely apologise for the disruption on site since the works commenced. I completely appreciate the inconvenience this has caused. Our remit on behalf of CALA Homes is very specific, and we have not been instructed to undertake any additional works beyond the sewer upgrade currently in progress.

Rather than simply reinstating the excavation trenches, we will be planing off and resurfacing one lane in its entirety where the sewer upgrade works have been carried out. These works are continuing this week, and we expect the surfacing to be completed by the original target date of 12th December 2025, as advised to residents prior to commencement.

If you have any further queries, CALA Homes have asked that these be directed to customerserviceteameast@cala.co.uk, and their team will respond accordingly.

Thank you for your understanding and patience as we complete these essential works.

Kind regards,

Direct Dial:

JLES Scotland Limited

Suite 30, Arx House, 9 James Watt Avenue, East Kilbride, G75 0QD

JLES North West Limited

Suite 5, Waterside Business Centre, Canal Street, Leigh, WN7 4DB

For our Terms and Conditions of Supply please see: <https://www.jlesgroup.com/terms-and-conditions>



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From:

Sent: Thursday, December 04, 2025 08:49

To: [@jlesgroup.com](mailto:)

Cc:

Subject: Urgent Remedial Action Required - Damage to Clufflat Brae, South Queensferry

You don't often get email from claire.lumsdaine@googlemail.com. [Learn why this is important](#)

Dear

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We are writing serious concerns regarding the condition of our street following the sewer installation works undertaken by your company since **13th October**. We understand these works are scheduled to conclude during **December** and are being carried out to service new housing developments by Cala Homes. However, it must be stressed that these works provide **no benefit whatsoever to existing residents**, yet we have endured significant disruption and damage as a direct consequence.

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From: [REDACTED]@edinburgh.gov.uk

Sent on: Wednesday, September 17, 2025 2:21:25 PM

To: SRWR North West SRWR.NorthWest@edinburgh.gov.uk

Subject: NW Registrations 13/09/2025

Attachments: RE TTRO Application Form JLES Scotland LTD Clufflat Brae 15 Sep 2025 to 23 Dec 2025 msg (3.37 MB), Permits + S109 SRWR Reg Doc 11 09 2025.xlsx (871.02 KB)

Hi
NW Registrations
Regards

[REDACTED] | Road Works Co-ordination ? North West Area | Citywide Networks | Network Management & Enforcement | Operational Services | Place | The City of
Edinburgh Council | [REDACTED]@edinburgh.gov.uk



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Hi
NW Registrations
Regards

[REDACTED] | Road Works Co-ordination ? North West Area | Citywide Networks | Network Management & Enforcement | Operational Services | Place | The City of
Edinburgh Council | [REDACTED]@edinburgh.gov.uk



SRWR Registration Request Form - PERMIT / S109 / UNDER LICENSE WORKS

S109 or PERMIT > select dropdown

S109

PERMIT TYPE> select from dropdown

PERMIT/ S1 FULL DESC ROAD NAME WORKS ON LOCATION COORDIN/
RX/25/426 Sewer Wor Clufflat Brz C/way 311726, 67

COORDIN/S109 - WC WORK STA WORK CLC S109 - WO TRAFFIC M TRO/ TTRN ROAD CLO COMPANY FULL CON
311791, 67 Major ##### Machine Road Clost Yes No JLES Scotla [REDACTED]

TELEPHON FULL ADDF EMAIL ADC LA REFERE ADDITIONAL NOTES (if applicable)
0330 165 79 James W [REDACTED]@jlesgroup.com