

Enquiry Status Log List

Service: Roads General

Site: Rothesay Terrace (7903207)

Log No.	Logged Date	Logged By	Status	Officer	Status Notes	Effective Date	Follow up Date
Enquiry: 1770336		Site: Rothesay Terrace (7903207)					
2	15/01/2025 11:17:12		Enquiry Closed - No Response	Roads Safety Email	This enquiry has been dealt with by email either to the customer or passed to the appropriate team - Approved Halo Ref 288754	03/06/2024 08:44:57	00/00/0000 00:00:00
1	03/06/2024 08:44:57		Customer Response - 10 Days	Roads Safety Email		03/06/2024 08:44:57	13/06/2024 08:44:57
Enquiry: 1840443		Site: Rothesay Terrace (7903207)					
2	08/10/2024 11:39:30		No Actionable Issue		No actionable defects found when inspected at the location provided	08/10/2024 11:39:27	00/00/0000 00:00:00
1	04/10/2024 15:50:32	Verint CRM Connector	Enquiry Raised			04/10/2024 15:50:32	14/10/2024 15:50:32
Enquiry: 1841301		Site: Rothesay Terrace (7903207)					
3	09/10/2024 07:51:58		Enquiry Closed - No Response	Customer Contact Centre		09/10/2024 07:51:56	00/00/0000 00:00:00
2	08/10/2024 11:36:30		Enquiry Raised	Customer Contact Centre	There are no actionable defects at the location provided however it is the building owners responsibility to maintain and waterproof any cellar or basement areas if required	08/10/2024 11:36:26	18/10/2024 11:36:26
1	07/10/2024 10:26:38	Verint CRM Connector	Enquiry Raised			07/10/2024 10:26:38	17/10/2024 10:26:38
Enquiry: 1841437		Site: Rothesay Terrace (7903207)					
3	08/10/2024 12:02:29		Enquiry Closed - No Response	Customer Contact Centre		08/10/2024 12:02:27	00/00/0000 00:00:00
2	08/10/2024 11:39:04		Enquiry Raised	Customer Contact Centre	There are no actionable footway defects at the location however it is the building owners responsibility to maintain and waterproof any basements or cellars if required	08/10/2024 11:38:38	18/10/2024 11:38:38
1	07/10/2024 13:27:25	Verint CRM Connector	Enquiry Raised			07/10/2024 13:27:25	17/10/2024 13:27:25
Enquiry: 1857339		Site: Rothesay Terrace (7903207)					
3	14/11/2024 12:38:33		No Actionable Issue		No actionable defect found at location provided when inspected It's the building owners responsibility to make sure that their basement / cellar is water tight	14/11/2024 12:38:17	00/00/0000 00:00:00
2	14/11/2024 08:21:58		Enquiry Raised			14/11/2024 08:21:56	24/11/2024 08:21:56
1	11/11/2024 17:59:50	Verint CRM Connector	Enquiry Raised			11/11/2024 17:59:50	21/11/2024 17:59:50
Enquiry: 1914044		Site: Rothesay Terrace (7903207)					
3	07/03/2025 11:56:43		Enquiry Closed - No Response	Customer Contact Centre		07/03/2025 11:56:42	00/00/0000 00:00:00
2	07/03/2025 11:02:06		Enquiry Raised	Customer Contact Centre	There are no actionable defects on the footway at the location provided however the council do not have to ensure that the footway is waterproof it is the building owners responsibility to waterproof their own property including basements or underground cellars	07/03/2025 11:02:02	17/03/2025 11:02:02
1	06/03/2025 11:53:57	Verint CRM Connector	Enquiry Raised			06/03/2025 11:53:57	16/03/2025 11:53:57

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Log No.	Logged Date	Logged By	Status	Officer	Status Notes	Effective Date	Follow up Date
Enquiry: 1927694		Site: Rothesay Terrace (7903207)					
4	30/12/2025 13:34:33		Enquiry Closed - No Response	Customer Contact Centre		30/12/2025 13:34:31	00/00/0000 00:00:00
3	30/12/2025 13:25:55		Enquiry Raised	Customer Contact Centre	This is for the owners to arrange for their cellars to be waterproofed.	30/12/2025 13:24:30	09/01/2026 13:24:30
2	04/04/2025 08:24:31		Enquiry Raised		Hi I have responded on confirm on several occasions that it is the owners responsibility to waterproof their own property but the message doesn't seem to have gotten to them could you please send a formal response	04/04/2025 08:24:27	14/04/2025 08:24:27
1	02/04/2025 18:57:52	Verint CRM Connector	Enquiry Raised			02/04/2025 18:57:52	12/04/2025 18:57:52
Enquiry: 1942322		Site: Rothesay Terrace (7903207)					
6	30/12/2025 14:48:43		Enquiry Closed - No Response	Customer Contact Centre		30/12/2025 14:48:42	00/00/0000 00:00:00
5	30/12/2025 13:40:38		Enquiry Raised	Customer Contact Centre	No actionable defects found at time of inspection. It is the owners responsibility to waterproof their own cellars.	30/12/2025 13:39:02	09/01/2026 13:39:02
4	06/05/2025 12:24:42		Enquiry Raised		Please respond to the customer	06/05/2025 12:24:39	16/05/2025 12:24:39
3	06/05/2025 10:53:20		Enquiry Raised		Customer response: Thank you for your reply to my enquiry. It tells me that an inspection has been carried out of which I was unaware. I would like to know why there was no opportunity given to me (and other residents) to be present. The pavement is outside our homes and we should not be disregarded. The response does not indicate when a new inspection will be carried out. It leaves it to us to make renewed contact. I have lived in Rothesay Terrace for years and we see that other streets in the West End have been fully repaved but ours was abandoned it seems after only one section was done. Please could you forward to me the report of the recent inspection which would include the date and time. Thank you,	06/05/2025 10:53:04	16/05/2025 10:53:04
2	05/05/2025 11:55:03	Neil Ramage	No Actionable Issue		No actionable defects found when inspected at the location provided	05/05/2025 11:55:00	00/00/0000 00:00:00
1	02/05/2025 12:58:34	Verint CRM Connector	Enquiry Raised			02/05/2025 12:58:34	12/05/2025 12:58:34
Enquiry: 2009419		Site: Rothesay Terrace (7903207)					
2	09/09/2025 11:07:35		No Actionable Issue		No barriers at the location provided when inspected	09/09/2025 11:07:17	00/00/0000 00:00:00
1	05/09/2025 08:53:38	Verint CRM Connector	Enquiry Raised			05/09/2025 08:53:38	15/09/2025 08:53:38
Enquiry: 2043573		Site: Rothesay Terrace (7903207)					
2	23/12/2025 08:04:00		Issue Already Reported		Dealt with in enquiry 2050940	23/12/2025 08:03:57	00/00/0000 00:00:00
1	15/11/2025 12:29:57	Verint CRM Connector	Enquiry Raised			15/11/2025 12:29:57	25/11/2025 12:29:57

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Log No.	Logged Date	Logged By	Status	Officer	Status Notes	Effective Date	Follow up Date
Enquiry: 2050940		Site: Rothesay Terrace (7903207)					
3	28/01/2026 16:30:19		Issue Referred to 3rd Party		Water ingress email sent to customer on 28/01/2026 16:30:14 28/01/2026		00/00/0000 00:00:00
2	23/12/2025 08:03:16		Enquiry Raised		Hi [redacted] could you please send the standard response for water ingress issues the footway was inspected and there were no actionable defects found	23/12/2025 08:03:12	02/01/2026 08:03:12
1	29/11/2025 13:58:04	Verint CRM Connector	Enquiry Raised			29/11/2025 13:58:04	09/12/2025 13:58:04