

Site History Report

Effective: 22/06/2022 to 22/12/2025
Service: Roads General
Site: Greenside Row (7901833)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Site: Greenside Row (7901833)

Locality: Greenside, Edinburgh, City of Edinburgh

Area: South East Locality

Condition Survey

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset: 1.00	Asset - Locn.: Whole Street			Feature Type: Road Asset			Area: South East Locality	
Batch: 41235570 - Inspection Batch	No actionable defects found			Route: SE_CF2_Greenside1				Date: 27/08/2025
Batch: 41228080 - Inspection Batch				Route: Ad hoc Route				Date: 12/05/2025
42183398	Various potholes require hra overlay	12/05/2025	From the corner down the hill to the Car RD: CW Pothole Park entrance		Internal		Committed	50179840
Batch: 41218259 - Inspection Batch				Route: Ad hoc Route				Date: 10/02/2025
42175516	1 number pothole	10/02/2025	Just up from Lampost number GLY04	RD: CW Pothole	Internal		Committed	50174696
Batch: 41198496 - Inspection Batch				Route: SE_CF2_Greenside1				Date: 13/08/2024
42163478	Approx 1x5m patch	13/08/2024	Outsider car park at lamppost 04	RD: CW Cracked/Broken	Internal		Uncommitted	50140999
42163479	Approx 30m pcc 5"x6" kerb needs relaid and replaced	13/08/2024	At the lay-by opposite the playhouse	RD: FW Kerb Dislodged/Rocking	Internal		Uncommitted	50165250
Batch: 41173478 - Inspection Batch				Route: Ad hoc Route				Date: 05/12/2023
42141050	1no pothole	05/12/2023	At the car park exit	RD: CW Pothole	Internal		Committed	50147169
Batch: 41172680 - Inspection Batch				Route: Ad hoc Route				Date: 24/11/2023
42140358	1no pothole	24/11/2023	Near Ip GLY04	RD: CW Pothole	Internal		Committed	50146536
Batch: 41162932 - Inspection Batch				Route: SE_CF2_Greenside1				Date: 15/08/2023
42134013	Approx 30m pcc 5"x6" kerb needs relaid and replaced	15/08/2023	At the lay-by opposite the playhouse	RD: FW Kerb Dislodged/Rocking	Internal		No Action Required	
42134010	Approx 1x5m patch	15/08/2023	Outsider car park at lamppost 04	RD: CW Cracked/Broken	Internal		No Action Required	
Batch: 41150421 - Inspection Batch				Route: Ad hoc Route				Date: 24/02/2023
42119822	1no pothole	24/02/2023	Approx 10m downhill fro leith st towards steps	RD: FW HRA Pothole	Internal		Committed	50130201

Customer Services

Enquiry No.: 1947929

Service: Roads General

Desc.:

Location: 1 Greenside Row.
Potholes on road.

Logged by: Verint CRM Connector

Subject: Road: Defective / Damaged

on: 14/05/2025 14:35

Classification: Request for service

Contact:

Plot Number: 1.00

Feature Id - Location: Whole Street

Feature Type: Road Asset

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Enquiry No.: 1944742 Logged by: Verint CRM Connector on: 07/05/2025 16:52
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: As you exit the Q-PARK OMNI car park to the right heading up toward Leith St. Contact:
There are numerous large potholes in the road. This is causing damage to
customer vehicles and car hire vehicles with an abundance of complaints. This is
impacting on our customer journey & revenue as customers are avoiding parking
here. Please can you have this attended to.
Regards
[Redacted]

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50179840 Defect Number: 42183398

Enquiry No.: 1910287 Logged by: Verint CRM Connector on: 26/02/2025 21:28
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: The entire road down to Q park is full of deep potholes Contact:

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

Enquiry No.: 1909858 Logged by: Verint CRM Connector on: 26/02/2025 10:18
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: The surface of this road has deteriorated further since last reported, the holes are
getting deeper Contact:

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

Enquiry No.: 1908555 Logged by: Verint CRM Connector on: 24/02/2025 11:37
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: 101002941541 previous job number. Contact:

Marked as completed but no changes made

Enquiry No.: 1908394 Logged by: Verint CRM Connector on: 24/02/2025 08:49
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: We have had a number of complaints from road users re the potholes outside our
carpark – some quite deep. Contact:

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

Enquiry No.: 1899176 Logged by: Verint CRM Connector on: 05/02/2025 14:18
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: Many potholes outside car park entrance and exit damaging vehicles and bikes and
posing a H&S risk to our staff Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50174696 Defect Number: 42175516

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Asset Number: 1.00 to 9.00
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Customer Services

Enquiry No.: 1865940 **Logged by:** Verint CRM Connector **on:** 01/12/2024 21:09
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: I reported this road some time ago and it was deemed to be no issue. Please go and have another look as the condition of this road has significantly deteriorated over a wider area. **Contact:**

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

Enquiry No.: 1800202 **Logged by:** Verint CRM Connector **on:** 17/07/2024 16:02
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Whole road is full of large potholes and broken surfaces. **Contact:**

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

Enquiry No.: 1798371 **Logged by:** Stuart Wright **on:** 15/07/2024 08:49
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.: Two loose yellow tactile paving stones
Location: **Contact:**

Enquiry No.: 1781257 **Logged by:** Verint CRM Connector **on:** 14/06/2024 15:58
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Centre of the road is badly potholed over quite a large area. This is close to the entrance to the Calton Square Car Park and also near the QParks on Greenside Row. Its getting worse and tyres are now being damaged! **Contact:**

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

Enquiry No.: 1732932 **Logged by:** Verint CRM Connector **on:** 08/04/2024 18:13
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Multiple long rectangular potholes/crevices from corner down to multistorey entrance **Contact:**

Enquiry No.: 1717914 **Logged by:** Verint CRM Connector **on:** 14/03/2024 14:40
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Reference Number: 101002346277 **Contact:**

We would ask you to reconsider, at the very least we would expect temporary repairs to carried out to avoid further deterioration.

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

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Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1716380 **Logged by:** Verint CRM Connector **on:** 12/03/2024 11:38
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: We have noticed extensive deterioration over the winter period, with no remedial works undertaken to address the issue. Greenside Row is a very busy roadway that serves a number of businesses including OMNi Centre and Q-Park, over the course of the winter period we continue to witness motorists trying to avoid the potholes, putting other road users including cyclists at risk (Please see attached). **Contact:**

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

Enquiry No.: 1653469 **Logged by:** Verint CRM Connector **on:** 30/11/2023 15:46
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Deep pothole causing damage to vehicles leaving Calton Square car park **Contact:**

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

Job Number: 50147169 **Defect Number:** 42141050

Enquiry No.: 1650389 **Logged by:** Verint CRM Connector **on:** 24/11/2023 20:15
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Very deep pothole. Lost a tyre to it last night. I'm assuming you can pay for the replacement as this has been reported multiple times? **Contact:**

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

Enquiry No.: 1645346 **Logged by:** Verint CRM Connector **on:** 16/11/2023 10:09
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: The car park is actually Q-park and not NCP as stated. There is a massive pothole on the left hand lane leading up Greenside Row. Customers are complaining that they will damage their vehicles, Car Hire companies experiencing damage to the vehicles & the hotel guests. It requires filling as soon as possible before there is an accident trying to avoid it. Thank You **Contact:**

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

Job Number: 50146536 **Defect Number:** 42140358

Enquiry No.: 1614043 **Logged by:** Verint CRM Connector **on:** 14/09/2023 13:32
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Uneven tactile paving stones at the top of a flight of steps on Calton Hill Steps, opposite number 14. I stumbled on one and nearly plunged headlong down the steps. **Contact:**

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

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Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1606718 **Logged by:** Verint CRM Connector **on:** 31/08/2023 13:46
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Overgrown.
Location:Verge / Grass area .
Type:Foliage / Bush
Location: trees hanging over, disrupting drivers view, in particular lorries turning in layby **Contact:**

Enquiry No.: 1606495 **Logged by:** Verint CRM Connector **on:** 31/08/2023 09:23
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Multiple potholes in the road surface. starting from entrance to Calton Square carpark ending at entrance to Q-Park at Omni Centre **Contact:**

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

Enquiry No.: 1593111 **Logged by:** Verint CRM Connector **on:** 05/08/2023 18:48
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Road has numerous potholes and cracks making it unsafe for me to cycle up hill, especially at night with oncoming traffic forcing me into the holes **Contact:**

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

Enquiry No.: 1586869 **Logged by:** Verint CRM Connector **on:** 25/07/2023 11:14
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: From: [REDACTED] **Contact:**
Date: Monday, 24 July 2023 at 10:14:42
To: customer.care@edinburgh.gov.uk <customer.care@edinburgh.gov.uk>
Cc: [REDACTED]
Subject: Greenside Row, Edinburgh
Morning,
We have noticed significant potholes appearing along the top of Greenside Row, back of Calton Square.
Can you please arrange with your roads team to inspect / undertake remedial works?
Kind Regards?
[REDACTED]

Enquiry No.: 1586241 **Logged by:** Verint CRM Connector **on:** 24/07/2023 13:26
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: reference number 101001909898. **Contact:**

The inspected area is a critical safety defect for Baillie Gifford staff. Can you please repair the wobbly barrier.

Regards.

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

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Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1584510 **Logged by:** Verint CRM Connector **on:** 20/07/2023 10:19
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Wobbly pavement barrier. Can be a H&S issue when someone leans on it **Contact:**

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

Enquiry No.: 1578965 **Logged by:** Verint CRM Connector **on:** 10/07/2023 09:36
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Overgrown.
Location: Road.
Type: Foliage / Bush
Location: large bush hanging out into the road that scratches cars on way past. **Contact:**

Enquiry No.: 1561755 **Logged by:** Verint CRM Connector **on:** 04/06/2023 16:35
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Prev Ref No.: 101001825426 **Contact:**

Decision unacceptable.

1. Vehicles continue to mount the pavement. Newly installed council bike rack already damaged.
2. Multiple elderly homeowners in stair, uneven and broken surface is a critical safety issue.
3. Problem blights a Conservation Area.
4. Adjacent areas are being uplifted due to ongoing tram works.

Rectification: Kerb fully rebuilt and surface levelled.

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

Enquiry No.: 1519807 **Logged by:** Verint CRM Connector **on:** 07/03/2023 13:15
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: deep potholes all along the length of this road that are also wide. **Contact:**

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

Enquiry No.: 1501332 **Logged by:** Verint CRM Connector **on:** 29/01/2023 16:09
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Potholes and crumbling road **Contact:**

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

Enquiry No.: 1480403 **Logged by:** Stuart Wright **on:** 28/12/2022 10:17
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Overhanging tree branch over road
Location: o/s no 28 **Contact:**

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Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1453770 **Logged by:** Verint CRM Connector **on:** 01/11/2022 08:57
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Previously reported - Reference Number: 101001514658. **Contact:**

I have recently seen people slipping on the tactile paving on the (informal) pedestrian crossing at the Q Park and I slipped and fell on it this morning. As previously reported the tactile paving is dangerous when we have wetter weather conditions.

Can a solution please be investigated? Thank you.

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

Enquiry No.: 1444417 **Logged by:** Verint CRM Connector **on:** 11/10/2022 09:24
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Both the car park access pedestrian crossings on Greenside Row feature dropped kerbs and tactile paving. When wet the tactile paving is extremely slippy. **Contact:**

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

Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order
	Asset: 1.00	Asset - Locn.: Whole Street		Feature Type: Road Asset		Area: South East Locality	
42707566	Hand clean required (Gully: Blocked - Hand Clear)	At junction with greenside row	RG: Gully - Standard Priority	Job Complete	04/05/2022	28/09/2022 Act.	RDGC14/10006545
42707568	Hand clean required (Gully: Blocked - Hand Clear)	At front of big shutter door	RG: Gully - Standard Priority	Job Complete	04/05/2022	28/09/2022 Act.	RDGC14/10006547
50130201	1no pothole (RD: FW HRA Pothole)	Approx 10m downhill fro leith st towards steps	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	24/02/2023	27/02/2023 Act.	ROAD/82073350
50140999	Approx 1x5m patch (RD: CW Cracked/Broken)	Outsider car park at lamppost 04	RD: Cat 4 - Programmed	No code allocated	15/08/2023	15/08/2024 Est.	
50146536	1no pothole (RD: CW Pothole)	Near lp GLY04	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	24/11/2023	27/11/2023 Act.	ROAD/82083149
50147169	1no pothole (RD: CW Pothole)	At the car park exit	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	05/12/2023	06/12/2023 Act.	ROAD/82083501
50165250	Approx 30m pcc 5"x6" kerb needs relaid and replaced (RD: FW Kerb Dislodged/Rocking)	At the lay-by opposite the playhouse	RD: Cat 4 - Programmed	No code allocated	13/08/2024		
50174696	1 number pothole (RD: CW Pothole)	Just up from Lampost number GLY04	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	10/02/2025	11/02/2025 Act.	ROAD/82102161
50179840	Various potholes require hra overlay (RD: CW Pothole)	From the corner down the hill to the Car Park entrance	RD: Cat 4 - Programmed	RD: Made Safe Job Complete	12/05/2025	14/05/2025 Act.	ROAD/82106008