

**Effective:** 01/01/2024 to 09/04/2026  
**Service:** Accident Claims (All Services)  
**Site:** Princes Street (7903151)

**Asset Number:** 3.00 to 3.00  
**Display Action Officer:** No

**Site:** Princes Street (7903151)

**Locality:** New Town, Edinburgh, City of Edinburgh

**Area:** South East Locality

### Customer Services

**Enquiry No.:** 34010785 **Logged by:** [REDACTED] **on:** 03/02/2026 10:11

**Service:** Accident Claims (All Services) **Subject:** Accident Claim Roads/Lighting **Classification:** Accident Claim

**Desc.:** We are instructed by the above named to claim damages in connection with an incident on 1st October 2025 at Princes Street, Edinburgh. On the above date [REDACTED] bus stop near Waverley Markets on Princess Street in Edinburgh. Although it had rained earlier, the ground was dry at the time. [REDACTED]

**Location:** [REDACTED]

**Contact:**

**Enquiry No.:** 34010345 **Logged by:** [REDACTED] **on:** 04/09/2025 09:50

**Service:** Accident Claims (All Services) **Subject:** Accident Claim Roads/Lighting **Classification:** Accident Claim

**Desc.:** We are instructed by the above named to claim damages in connection with: a road/footway tripping accident which occurred on 14/06/2023 at Princes Mall Shopping Centre (Waverley Steps PP & PQ Bus Stop), Edinburgh EH1 1BQ. The circumstances of the accident are:- On 14 June 2023, [REDACTED] eastbound on the footpath next to Princes Mall Shopping Centre on Princess Street. [REDACTED]

**Location:** [REDACTED]

**Contact:**

**Plot Number:** 3.00 **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place **Feature Type:** Road Asset

**Enquiry No.:** 34009989 **Logged by:** [REDACTED] **on:** 02/06/2025 12:18

**Service:** Accident Claims (All Services) **Subject:** Accident Claim Roads/Lighting **Classification:** Accident Claim

**Desc.:**

**Location:** outside River Island and Levi's stores

**Contact:**

**Plot Number:** 3.00 **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place **Feature Type:** Road Asset

**Enquiry No.:** 34008244 **Logged by:** [REDACTED] **on:** 08/03/2024 10:48

**Service:** Accident Claims (All Services) **Subject:** Accident Claim Roads/Lighting **Classification:** Accident Claim

**Desc.:** [REDACTED] above person to claim damages in connection with an accident on 01/02/2024 at Princes Street, Edinburgh. The circumstances of the accident are:- [REDACTED] the footpath on Princes Street, Edinburgh, [REDACTED]

**Location:** [REDACTED]

**Contact:**

**Plot Number:** 3.00 **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place **Feature Type:** Road Asset

**Enquiry No.:** 2110728 **Logged by:** Verint CRM Connector **on:** 11/03/2026 16:55

**Service:** Accident Claims (All Services) **Subject:** Accident Claim Roads/Lighting **Classification:** Accident Claim

**Desc.:**

**Location:** The broken slab is outside the Uniqlo store on Princes Street. The slab is clearly broken and the surface is loose, [REDACTED]

**Contact:**

**Plot Number:** 3.00 **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place **Feature Type:** Road Asset

**Enquiry No.:** 2107724 **Logged by:** Verint CRM Connector **on:** 06/03/2026 11:54

**Service:** Accident Claims (All Services) **Subject:** Accident Claim Roads/Lighting **Classification:** Accident Claim

**Desc.:**

**Location:** There are 4 grates within approximately 10 meter of each other on Princes Street that are dangerous and a trip/ fall hazard. [REDACTED]

**Contact:**

**Plot Number:** 3.00 **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place **Feature Type:** Road Asset

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**Asset Number:** 3.00 to 3.00  
**Display Action Officer:** No

### Customer Services

**Enquiry No.:** 2080800      **Logged by:** Verint CRM Connector      **on:** 21/01/2026 19:16  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** There is a broken paving slab just outside Uniqlo on Princes St. [REDACTED]      **Contact:**  
[REDACTED] Paving on Princes St needs a rethink. Lots a wobbly paving slabs.

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 2066999      **Logged by:** Verint CRM Connector      **on:** 31/12/2025 15:50  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Broken and dropped slab outside Waverley Mall, Princes Street, opposite bus stop      **Contact:**  
PP

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 2052214      **Logged by:** Verint CRM Connector      **on:** 02/12/2025 10:53  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** [REDACTED] in Edinburgh [REDACTED]      **Contact:**  
[REDACTED] damaged , slab outside House of Tweed.  
[REDACTED]  
They said other people have fallen in the same slab.  
[REDACTED]

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Job Number:** 50188114

**Defect Number:** 42194761

**Enquiry No.:** 2048488      **Logged by:** Verint CRM Connector      **on:** 25/11/2025 11:26  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Broken and uneven paving slabs outside H&M/40 Princes Street [REDACTED]      **Contact:**  
[REDACTED]

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Job Number:** 50187580

**Defect Number:** 42194056

**Enquiry No.:** 2018823      **Logged by:** Verint CRM Connector      **on:** 24/09/2025 17:29  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** It is on the pavement just up from Costa      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Job Number:** 50185003

**Defect Number:** 42190286

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**Customer Services**

**Enquiry No.:** 2008619      **Logged by:** Verint CRM Connector      **on:** 03/09/2025 20:04  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** A cracked paving slab in front of Balmoral Souvenirs and Old Waverley Hotel.      **Contact:**

[Redacted]

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1987850      **Logged by:** Verint CRM Connector      **on:** 30/07/2025 19:49  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** I reported this on 21.7.25 [Redacted]      **Contact:**  
As of 29th it was still not fixed. [Redacted]

[Redacted]

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1962234      **Logged by:** [Redacted]      **on:** 12/06/2025 10:40  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:** [Redacted] broken pavement, is on Princes Street Gardens side at 31 bus stop opposite castle street  
**Location:**      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1959649      **Logged by:** Verint CRM Connector      **on:** 06/06/2025 14:40  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:** Princess Street Edinburgh – Around and just outside about Number 20 – EH22An outside hotel Indigo and a shop called Hollard and Barret  
**Location:** Cracked/broke uneven paving slabs.      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1937038      **Logged by:** [Redacted]      **on:** 22/04/2025 09:31  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:** [Redacted] on the pavement along the Princes Street side of St John’s Church, on the corner of Lothian Road and Princes Street. [Redacted]  
**Location:** [Redacted]      **Contact:**

[Redacted]

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1924312      **Logged by:** Verint CRM Connector      **on:** 27/03/2025 09:52  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Picture taken from google maps there is a dip in the pavement towards the gully where on Tuesday the 25th of march 2025 [Redacted]      **Contact:**

[Redacted]

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

Effective: 01/01/2024 to 09/04/2026  
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**Enquiry No.:** 1896056      **Logged by:** Verint CRM Connector      **on:** 30/01/2025 22:12  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Dangerous pothole on the left turning lane from Princes Street to Leith Street. [REDACTED]      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1867360      **Logged by:** Verint CRM Connector      **on:** 05/12/2024 08:22  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** There's massive chunks out the road what isn't even save when the public cross. Me [REDACTED]      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1857607      **Logged by:** Verint CRM Connector      **on:** 12/11/2024 11:46  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:** Claim form emailed - Incident date - 06.11.24 11.30am  
Incident - Princess St Edinburgh across from Boots chemist  
**Location:** The slabs are not level and pointing missing, [REDACTED]      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1853911      **Logged by:** Verint CRM Connector      **on:** 04/11/2024 15:50  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:** Request to post out claim form date of incident 30/10/24.  
**Location:** Called to report broken slab that [REDACTED] outside Dr [REDACTED] marten's shop on Princes Street      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Job Number:** 50169934      **Defect Number:** 42169319  
**Enquiry No.:** 1794659      **Logged by:** Verint CRM Connector      **on:** 08/07/2024 14:07  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Lothian Bus Stop near Boots, Princes Street Stop 36235973 (bus nos: 10, 11, 16, 25, N16, N25). Uneven, wobbly & damaged paving [REDACTED]      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

Effective: 01/01/2024 to 09/04/2026  
Service: Accident Claims (All Services)  
Site: Princes Street (7903151)

Asset Number: 3.00 to 3.00  
Display Action Officer: No

**Customer Services**

Enquiry No.: 1788196      Logged by: Verint CRM Connector      on: 26/06/2024 13:00  
Service: Accident Claims (All Services)      Subject: Accident Claim Roads/Lighting      Classification: Accident Claim  
Desc.: I was walking along Princes Street today [redacted] e paving slabs are in a disgraceful way .

Location:      Contact:

Plot Number: 3.00      Feature Id - Location: Ward 11 - From Waterloo Place to Shandwick Place      Feature Type: Road Asset  
Job Number: 50163060      Defect Number: 42160528

Enquiry No.: 1767891      Logged by: Verint CRM Connector      on: 30/05/2024 17:36  
Service: Accident Claims (All Services)      Subject: Accident Claim Roads/Lighting      Classification: Accident Claim  
Desc.:

Location: Wobbly, raised and uneven paving slabs in the vicinity of The Willow Tea Room/Poundland which has resulted in a trip and head injury.      Contact:

Plot Number: 3.00      Feature Id - Location: Ward 11 - From Waterloo Place to Shandwick Place      Feature Type: Road Asset

Enquiry No.: 1752196      Logged by: Verint CRM Connector      on: 12/05/2024 10:29  
Service: Accident Claims (All Services)      Subject: Accident Claim Roads/Lighting      Classification: Accident Claim  
Desc.:

Location: Broken paving slab, in front of HMV, causing [redacted]      Contact:

Plot Number: 3.00      Feature Id - Location: Ward 11 - From Waterloo Place to Shandwick Place      Feature Type: Road Asset

Enquiry No.: 1734491      Logged by: Verint CRM Connector      on: 10/04/2024 18:04  
Service: Accident Claims (All Services)      Subject: Accident Claim Roads/Lighting      Classification: Accident Claim  
Desc.:

Location: Between an empty shop front and Holland and Barrett, east end Princes street      Contact:

Plot Number: 3.00      Feature Id - Location: Ward 11 - From Waterloo Place to Shandwick Place      Feature Type: Road Asset  
Job Number: 50158650      Defect Number: 42155031

Enquiry No.: 1732498      Logged by: [redacted]      on: 08/04/2024 11:52  
Service: Accident Claims (All Services)      Subject: Accident Claim Roads/Lighting      Classification: Accident Claim  
Desc.:

[redacted] walking along Princes st on Thursday 15/02/2024 at 09:20am past the former Top Shop Building EH2 2BY Near to the junction of South St Andrew St. A sunken paving stone caused [redacted]  
Date of incident Thursday 15 February 2024  
Time of incident 09:20 am

Location: former Top Shop Building EH2 2BY Near to the junction of South St Andrew St      Contact:

Plot Number: 3.00      Feature Id - Location: Ward 11 - From Waterloo Place to Shandwick Place      Feature Type: Road Asset  
Job Number: 50158665      Defect Number: 42155046

**Effective:** 01/01/2024 to 09/04/2026  
**Service:** Accident Claims (All Services)  
**Site:** Princes Street (7903151)

**Asset Number:** 3.00 to 3.00  
**Display Action Officer:** No

### Customer Services

**Enquiry No.:** 1717254      **Logged by:** Verint CRM Connector      **on:** 13/03/2024 14:42  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** on Tuesday 12th March approx: 1pm on a recent trip to Edinburgh [REDACTED]      **Contact:**  
[REDACTED]  
(Wednesday 13th March 2024)

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1699389      **Logged by:** [REDACTED]      **on:** 14/02/2024 14:13  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:** I had called the council office on Friday 9th February regarding an accident report I was told to report through email [REDACTED] Date of accident 19th January 2024 around 8pm /-8.15 pm.  
Location of incident was. On the other side of the pavement around the area of hotel Indigo', number 20 Princess street I'd be grateful someone to contact me ASAP regarding this incident  
**Location:** On the other side of the pavement around the area of hotel Indigo', number 20 Princess street      **Contact:**

**Enquiry No.:** 1674089      **Logged by:** Verint CRM Connector      **on:** 08/01/2024 17:50  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Opposite side of the road from the old Frasers. In the middle of the road.      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset

**Enquiry No.:** 1670828      **Logged by:** Verint CRM Connector      **on:** 03/01/2024 20:31  
**Service:** Accident Claims (All Services)      **Subject:** Accident Claim Roads/Lighting      **Classification:** Accident Claim  
**Desc.:**  
**Location:** Moving slab outside lush spa 115 Princess Street Edinburgh.      **Contact:**

**Plot Number:** 3.00      **Feature Id - Location:** Ward 11 - From Waterloo Place to Shandwick Place      **Feature Type:** Road Asset