

Effective: 01/01/2023 to 11/06/2026
 Service: Roads General
 Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
 Display Action Officer: No

Site: Dundas Street (7901760)

Locality: New Town, Edinburgh, City of Edinburgh

Area: South East Locality

Condition Survey

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset:	2.00	Asset - Locn.:	Ward 11 - From Heriot Row to Fettes Row	Feature Type:	Road Asset		Area:	South East Locality
Batch:	41265196 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	09/06/2026
	No actionable defects found							
Batch:	41263555 - Inspection Batch			Route:	Ad hoc Route		Date:	20/05/2026
42206747	1 number pothole	20/05/2026	Outside number 22	RD: CW Pothole	Internal		Committed	50197122
Batch:	41262861 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	11/05/2026
	No actionable defects found							
Batch:	41260233 - Inspection Batch			Route:	Ad hoc Route		Date:	07/04/2026
42203652	Water seeping out from a Virgin Media cover on footpath photos attached	07/04/2026	outside number 31	RU: Utility Apparatus	Internal		Uncommitted	50194937
Batch:	41260034 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	01/04/2026
	No actionable defects found							
Batch:	41256478 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	04/03/2026
42200995	3no potholes	03/03/2026	At the junction with Northumberland st	RD: CW Pothole	Internal		Committed	50193117
42200991	2no potholes	03/03/2026	At the junction with Heriot Row	RD: CW Pothole	Internal		Committed	50193114
Batch:	41255678 - Inspection Batch			Route:	Ad hoc Route		Date:	26/02/2026
42200649	Failed reinstatement	26/02/2026	Outside number 98	RU: Utility Reinstatement	Internal		Uncommitted	50192838
Batch:	41250618 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	27/01/2026
	No actionable defects found							
Batch:	41245486 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	19/12/2025
	No actionable defects found							
Batch:	41245482 - Inspection Batch			Route:	Ad hoc Route		Date:	19/12/2025
42195552	1no pothole	19/12/2025	At the junction with Northumberland Street	RD: CW Pothole	Internal		Committed	50188729
Batch:	41243072 - Inspection Batch			Route:	Ad hoc Route		Date:	28/11/2025
42194184	2no potholes	28/11/2025	Outside no4	RD: CW Pothole	Internal		Committed	50187688
Batch:	41243070 - Inspection Batch			Route:	Ad hoc Route		Date:	28/11/2025
42194181	2no damaged bike racks need replacing	28/11/2025	Outside Tesco Express	RD:BikeRack Damage/Missing/N	Internal		Committed	50187686
Batch:	41241869 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	18/11/2025
	No actionable defects found							
Batch:	41240527 - Inspection Batch			Route:	Ad hoc Route		Date:	03/11/2025
42192515	1no cw pothole	03/11/2025	At junction with Northumberland street	RD: CW Pothole	Internal		Committed	50186390
Batch:	41238658 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	14/10/2025
	No actionable defects found							

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Asset:	2.00	Asset - Locn.:	Ward 11 - From Heriot Row to Fettes Row	Feature Type:	Road Asset		Area:	South East Locality
Batch:	41238490 - Inspection Batch			Route:	SE_CF1_NewTown2			Date: 11/10/2025
42190990	Yellow box road markings need refreshed	11/10/2025	At junction with Abercromby place / Heriot row	RD: Markings Refresh	Internal		Committed	50185472
42190991	Refresh cycle box markings and arrows	11/10/2025	Outside no1	RD: Markings Refresh	Internal		Committed	50185473
Batch:	41236717 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 12/09/2025
	No actionable defects found							
Batch:	41234570 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 12/08/2025
	No actionable defects found							
Batch:	41232898 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 14/07/2025
	No actionable defects found							
Batch:	41230397 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 09/06/2025
	No actionable defects found							
Batch:	41227816 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 07/05/2025
	No actionable defects found							
Batch:	41225692 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 09/04/2025
	No actionable defects found							
Batch:	41222466 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 12/03/2025
	No actionable defects found							
Batch:	41218774 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 12/02/2025
42175802	6 potholes	12/02/2025	At Northumberland street	RD: CW Pothole	Internal		Committed	50174932
Batch:	41213808 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 10/01/2025
	No actionable defects found							
Batch:	41210408 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 10/12/2024
	No actionable defects found							
Batch:	41207451 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 12/11/2024
	No actionable defects found							
Batch:	41203142 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 11/10/2024
	No actionable defects found							
Batch:	41200381 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 10/09/2024
	No actionable defects found							
Batch:	41199714 - Inspection Batch			Route:	SE_CF1_NewTown2			Date: 02/09/2024
	No actionable defects found							
Batch:	41198823 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 15/08/2024
	No actionable defects found							
Batch:	41198818 - Inspection Batch			Route:	Ad hoc Route			Date: 15/08/2024
42163699	1no pothole	15/08/2024	At the pedestrian crossing at the corner of Heriot Row	RD: CW Pothole	Internal		Committed	50165393

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Asset:	2.00	Asset - Locn.:	Ward 11 - From Heriot Row to Fettes Row	Feature Type:	Road Asset		Area:	South East Locality
Batch:	41196989 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 18/07/2024
	No actionable defects found							
Batch:	41194750 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 18/06/2024
	No actionable defects found							
Batch:	41191953 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 14/05/2024
	No actionable defects found							
Batch:	41188946 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 09/04/2024
	No actionable defects found							
Batch:	41186031 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 12/03/2024
	No actionable defects found							
Batch:	41184929 - Inspection Batch			Route:	Ad hoc Route			Date: 05/03/2024
42150248	1no pothole	05/03/2024	Outside no20	RD: CW Pothole	Internal		Committed	50154847
Batch:	41184928 - Inspection Batch			Route:	Ad hoc Route			Date: 05/03/2024
42150246	3no potholes	05/03/2024	Outside no22	RD: CW Pothole	Internal		Committed	50154845
Batch:	41183606 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 23/02/2024
	No actionable defects found							
Batch:	41182654 - Inspection Batch			Route:	Ad hoc Route			Date: 15/02/2024
42147909	1no pothole	15/02/2024	At the junction with Heriot row	RD: CW Pothole	Internal		Committed	50153151
Batch:	41179503 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 22/01/2024
	No actionable defects found							
Batch:	41175104 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 20/12/2023
	No actionable defects found							
Batch:	41172357 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 20/11/2023
	No actionable defects found							
Batch:	41168985 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 17/10/2023
	No actionable defects found							
Batch:	41168300 - Inspection Batch			Route:	Ad hoc Route			Date: 11/10/2023
42137386	1 number pothole	11/10/2023	At junction of Northumberland Street	RD: CW Pothole	Internal		Committed	50143873
Batch:	41167898 - Inspection Batch			Route:	Ad hoc Route			Date: 06/10/2023
42137135	1no pothole	06/10/2023	On the pedestrian crossing at the junction of Heriot Row	RD: CW Pothole	Internal		Committed	50143660
Batch:	41166195 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 21/09/2023
	No actionable defects found							
Batch:	41164310 - Inspection Batch			Route:	SE_CF1_NewTown2			Date: 06/09/2023
42135611	Remove SSEB box infill with sand and replace 2no 600x900	06/09/2023	Outside no 28	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1009967

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Asset:	2.00	Asset - Locn.:	Ward 11 - From Heriot Row to Fettes Row	Feature Type:	Road Asset		Area:	South East Locality
Batch:	41164310 - Inspection Batch			Route:	SE_CF1_NewTown2		Date:	06/09/2023
42135603	1no uneven slab 600x900 pcc grey 2no cracked 600x900 grey pcc	06/09/2023	Outside no 59 at gas toby	RD: CW Pothole	Internal		Uncommitted	1009867
42135601	Replace 1no 600x900 and 1no 600 x 600 slabs at kerbline	06/09/2023	Outside no 70	RD: FW Slabs Rocking	Internal		Uncommitted	1009876
42135605	2no cracked red tactiles 2no slightly low red tactiles at CATV manhole	06/09/2023	Corner of Great King Street, outside no 43 (James Scott Antiques)	RD: FW Slabs Rocking	Internal		Uncommitted	1009999
42135499	Refresh cycle box markings	06/09/2023	Outside no1	RD: Markings Refresh	Internal		No Action Required	
42135602	7no slightly sunken 600x900 grey pcc slabs (1no cracked)	06/09/2023	Outside no 69, at steps to no 67	RD: CW Pothole	Internal		Uncommitted	1009864
42135501	Slightly uneven various paving slabs approx 9m x 3.5m	06/09/2023	Outside Anthony Woodd antique shop	RD: FW Slabs Rocking	Internal		Uncommitted	1009961
42135609	1no missing grey 600x900 pcc slab	06/09/2023	Outside no 35, behind bus shelter	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1010030
42135606	32no broken slabs 600x900 grey pcc	06/09/2023	From no 34 to no 46	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1009970
42135607		06/09/2023		RD: FW Slabs Rocking	Internal		Uncommitted	50086021
42135600		06/09/2023		RD: FW Slabs Broken/Missing	Internal		Uncommitted	50085994
42135503	1 carriageway pothole	06/09/2023	Outside 20	RD: CW Pothole	Internal		Committed	50142155
42135610	20no broken slabs 600x900 grey pcc	06/09/2023	Outside Tesco	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1009968
42135502	Depressions/cracked surface. Approx 4-6m2	06/09/2023	Northbound lane. At bus stop outside The fine art society/dundas street gallery	RD: CW Cracked/Broken	Internal		Uncommitted	50001506
42135608	1no 600x900 currently filled with tar	06/09/2023	Outside no 31	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1010023
42135504	Replace 24no broken 600x900 grey pcc slabs	06/09/2023	Corner of Northumberland Street at no 23 (east footway)	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1010019
42135498	Cracked and broken asphalt surface approx 2m x 3m	06/09/2023	At junction with heriot row in northbound lane at pedestrian crossing	RD: CW Cracked/Broken	Internal		Action Required	
42135500	2no low kerbs	06/09/2023	Outside no 1	RD: FW Grano Cracked/Broken	Internal		Uncommitted	1010034
42135604	6no broken red tactiles	06/09/2023	West footway at Great King Street Outside Ian Dickson Travel Service	RD: FW Slabs Broken/Missing	Internal		Uncommitted	1009973
Batch:	41163472 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	22/08/2023
	No actionable defects found							
Batch:	41161283 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	18/07/2023
	No actionable defects found							
Batch:	41160025 - Inspection Batch			Route:	Ad hoc Route		Date:	27/06/2023
42130858	Please replace damaged 20mph repeater on the column with a new one, sign should be in stock.	27/06/2023	Outside 22 Dundas Street	RD: Unlit Sign Damaged/Missing	Internal		Committed	50138455
Batch:	41159303 - Inspection Batch			Route:	South Mobile Inspection Route		Date:	14/06/2023
42129962	1no pothole	14/06/2023	Outside no22	RD: CW Pothole	Internal		Committed	50137757

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Asset:	2.00	Asset - Locn.:	Ward 11 - From Heriot Row to Fettes Row	Feature Type:	Road Asset		Area:	South East Locality
Batch:	41157692 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 19/05/2023
42128129	1no pothole	19/05/2023	On the yellow box junction at the corner RD: CW Pothole of Heriot Row		Internal		Committed	50136401
Batch:	41155786 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 26/04/2023
	No actionable defects found							
Batch:	41155245 - Inspection Batch			Route:	Ad hoc Route			Date: 19/04/2023
42125591	Sunken SV x 4 Toby x 1 sunken Fire hydrant x1 sunken WO box x 1 on carriageway	19/04/2023	At junction of Northumberland Street	RU: Utility Apparatus	Internal		Uncommitted	50134631
Batch:	41155243 - Inspection Batch			Route:	Ad hoc Route			Date: 19/04/2023
42125589	2no potholes	19/04/2023	At the junction with Northumberland Street	RD: CW Pothole	Internal		Committed	50134629
Batch:	41153368 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 27/03/2023
	No actionable defects found							
Batch:	41150430 - Inspection Batch			Route:	Ad hoc Route			Date: 24/02/2023
42119826	2no potholes	24/02/2023	At the junction with Northumberland st	RD: CW Pothole	Internal		Committed	50130205
Batch:	41150414 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 24/02/2023
	No actionable defects found							
Batch:	41146361 - Inspection Batch			Route:	South Mobile Inspection Route			Date: 24/01/2023
42116334	1no pothole	24/01/2023	On the pedestrian crossing at the junction of Heriot Row	RD: CW Pothole	Internal		Committed	50127356
42116337	3no potholes	24/01/2023	At the junction of Northumberland Street	RD: CW Pothole	Internal		Committed	50127358

Customer Services

Enquiry No.: 2160621 **Logged by:** Gayle Skeldon **on:** 09/06/2026 17:19
Service: Roads General **Subject:** Roadworks: Defect **Classification:** Request for service
Desc.: @edinhelp Please can you arrange for these to be removed. 19-21 Dundas Street.
Location: **Contact:**

Enquiry No.: 2148031 **Logged by:** Verint CRM Connector **on:** 16/05/2026 09:33
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Two pot holes going downhill just after junction **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset
Job Number: 50197122 **Defect Number:** 42206747

Effective: 01/01/2023 to 11/06/2026
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Customer Services

Enquiry No.: 2141715 Logged by: [REDACTED] on: 04/05/2026 15:22
Service: Roads General Subject: Public Utilities: General Classification: General Enquiry
Desc.: Summary

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Your comments : There were recent roadworks to accommodate utilities on the site of the new flats where the old RBS building used to be on Dundas Street. The contractors dug up the cobbles and did what they had to do, but in doing so, they've left a terrible job of the road: a lot of the cobbles haven't been replaced, and they've just dropped tar town. You can see in the pics the awful state of this nice road. I'm sure you have inspectors who check these things, but Carey's need to be held accountable and get this fixed. This may not be permanent, but I'm writing to complain. This is part of the World Heritage site, and works like this should be put back in the same way.

Location: Dundas Street Contact:

Enquiry No.: 2140893 Logged by: Verint CRM Connector on: 02/05/2026 23:35
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: The road surface the entire length of Dundas Street is very poor but truly abysmal at and around the junction of Dundas Street and Northumberland Street. Driving over this stretch risks losing teeth the induced rattle is so bad, and it has become unsafe for cyclists who are forced to veer across the carriageway to avoid the worst sections. Please consider resurfacing the stretch from George Street to Northumberland Street. Thanks Contact:

Plot Number: 2.00 Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row Feature Type: Road Asset

Enquiry No.: 2124242 Logged by: Verint CRM Connector on: 02/04/2026 11:50
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:

Location: On the pavement just south of the bus stop which is on the east side of Dundas Street just south of the junction of Dundas St with Great King Street. Near to Edinburgh Voice Care and a basement flat which is for sale: There is water emerging from a square old metal 'manhole'. I can't remember the letters on the metal - something like C?TV. So I don't know who is responsible but you will know! I'm reporting it because the water has been emerging for weeks. Contact:

Plot Number: 2.00 Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row Feature Type: Road Asset
Job Number: 50194937 Defect Number: 42203652

Effective: 01/01/2023 to 11/06/2026
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Enquiry No.: 2115415 Logged by: Verint CRM Connector on: 18/03/2026 16:45
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: Large sprawling array of potholes on the northbound side of Dundas Street running from Heriot Row down to Northumberland Street. Contact:

Many of these are directly in the area where cyclists can safely right, and they make it extremely dangerous to ride the bike on this busy road. They will also cause significant damage to tyres and rims.

Plot Number: 2.00 Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row Feature Type: Road Asset

Enquiry No.: 2106616 Logged by: [redacted] on: 04/03/2026 18:02
Service: Roads General Subject: Roadworks: Defect Classification: Request for service
Desc.:

[redacted] There is no ramp to get back on the pavement at the roadworks where Dundas Street meets Henderson Row. and police cones block access to the usual drop kerb. [redacted] and had travel on the road and kick at cones to move them to let me through. Had to detour tonight and travel on other side of junction. I took a photo this evening from the other side of the road.

Location: roadworks where Dundas Street meets Henderson Row Contact:

Enquiry No.: 2105209 Logged by: Verint CRM Connector on: 02/03/2026 16:28
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:

Location: Pothole Contact:

Plot Number: 2.00 Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row Feature Type: Road Asset

Enquiry No.: 2102265 Logged by: Verint CRM Connector on: 25/02/2026 16:30
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:

From: [redacted]
Date: Wednesday, February 25, 2026 at 3:37:48 PM
To: customercare@spenergynetworks.com <customercare@spenergynetworks.com>
Cc: customer.care@edinburgh.gov.uk <customer.care@edinburgh.gov.uk>
Subject: RE: Dundas Street Edinburgh

Hi
Can you please help respond to this. The pavement has not been replaced properly, and people are tripping on what was a perfectly good pavement before your team had to lift the slabs to replace the cabling. Council no cc'd in due to lack of responses.

[redacted]
Sent: 06 December 2025 06:23
To: customercare@spenergynetworks.com
Subject: Dundas Street Edinburgh

Hi
Your team recently carried out some essential works [redacted] Dundas Street Edinburgh, EH3 6RQ. The works led to digging up the pavement. Our placement was completely redone by the council only a year or so ago and was in a great state of repair. Following your essential works the pavement is now a bit of a mess. The slabs are uneven, liable to people tripping over and for some reason no pointing/grouting has been left. Before I contact the council could you please respond letting me know you will have someone come check this works. I'd really appreciate it.

Location: Contact:

Plot Number: 2.00 Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row Feature Type: Road Asset

Job Number: 50192838 Defect Number: 42200649

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Enquiry No.: 2099081 **Logged by:** Verint CRM Connector **on:** 20/02/2026 12:14
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Small ,deep and very sharp on left had side traveling down Dundas Street just before cross road junction. Looks like both my tyre and wheel may have suffered damage. Could not photograph as traffic to constant between 9-30 and 9-45am **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 2067387 **Logged by:** Verint CRM Connector **on:** 02/01/2026 09:51
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Two of the three cycle hoops outside tesco have. been removed by persons unknown and haven't been reinstated **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 2060108 **Logged by:** Verint CRM Connector **on:** 17/12/2025 16:10
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Hi, **Contact:**

There are several sections of Dundas Street between Heriot Row and Great King Street that have huge potholes.

When cycling down hill, it's really unsafe. You can't keep to the left due to the danger of hitting one and coming off your bike so have to either constantly swerve in and out of fast moving traffic, or cycle right in the middle of the road, which angers drivers. It's been like that for months/years. Can you please look at resurfacing it before a serious accident happens.

Thanks

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset
Job Number: 50188729 **Defect Number:** 42195552

Enquiry No.: 2059813 **Logged by:** Verint CRM Connector **on:** 17/12/2025 09:50
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Pothole **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 2048664 **Logged by:** Verint CRM Connector **on:** 25/11/2025 14:37
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Damaged cycle stand **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

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Enquiry No.: 2047384 **Logged by:** Verint CRM Connector **on:** 23/11/2025 09:59
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: The road surface at the top of Dundas Street (between Heriot Row and Great King Street) heading north has become hazardous to cycle due a number of small potholes and generally poor quality road surface. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 2047118 **Logged by:** Verint CRM Connector **on:** 22/11/2025 10:41
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: There are three bike stands on the pavement outside Tesco, 30 Dundas Street. One has been bent out of shape and broken for a few weeks. This morning, another has been ripped out of the pavement on one side, with that 'leg' now sticking up in the air. The pavement is also damaged. **Contact:**

Enquiry No.: 2043431 **Logged by:** Verint CRM Connector **on:** 14/11/2025 22:30
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Big potholes going down the hill at the intersection **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Job Number: 50187688 **Defect Number:** 42194184

Enquiry No.: 2043310 **Logged by:** Verint CRM Connector **on:** 14/11/2025 16:26
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: The cycle rail outside TESCO was damaged by a delivery lorry. He flattened the rail and drove off. Time 10.57
 Photo of Muller Milk lorry attached.
 Barrier attached **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Job Number: 50187686 **Defect Number:** 42194181

Enquiry No.: 1994689 **Logged by:** [REDACTED] **on:** 12/08/2025 11:51
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.: outside Dundas st Framing 132 dundas st the whole of the pavement outdie this shop is in terrible statet of repair outside this shop
Location: outside Dundas st Framing 132 dundas st the whole of the pavement outdie this shop is in terrible statet of repair outside this shop **Contact:**

Enquiry No.: 1987237 **Logged by:** Verint CRM Connector **on:** 29/07/2025 20:25
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: The entire road is falling to pieces! It's a relatively steep slope and with buses and cars thundering up and down it is extremely dangerous for cyclists! **Contact:**

Frankly the roads are in a shocking state around the entire city. Please fix them! If you want people to abandon their cars for bikes the carriage ways have to be safe!

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Effective: 01/01/2023 to 11/06/2026
Service: Roads General
Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
Display Action Officer: No

Customer Services

Enquiry No.: 1968664 **Logged by:** [REDACTED] **on:** 25/06/2025 09:55
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.: Caller reporting terrible state of pavement after recent works by SP energy networks and would like someone to attend ASAP and carry out a repair.
Location: between nos 9 - 20 **Contact:**

Enquiry No.: 1956560 **Logged by:** Verint CRM Connector **on:** 31/05/2025 14:23
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: The whole part of the top of Dundas street is terrible. It is so dangerous for cyclists and I have seen a few fall off. I have had a few near misses too, with cars very close behind me due to having no cycle path. We are forced to stay in the middle of the road. Please please fix this urgently before someone severely injures themselves **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1946518 **Logged by:** [REDACTED] **on:** 12/05/2025 08:33
Service: Roads General **Subject:** Public Utilities: General **Classification:** General Enquiry
Desc.: Hello Edinhelp. Some time ago you did a very nice job of replacing the paving slabs on Dundas St. Now Scottish Power came along, and their contractors did a shoddy job of digging 3 holes and reinstalling the slabs outside numbers 120-140. Can you give them a rollicking and tell them to fix it?
Location: 120-140 Dundas Street **Contact:**

Enquiry No.: 1914862 **Logged by:** Verint CRM Connector **on:** 07/03/2025 19:10
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Downhill - Dundas St very uneven + unsafe for cycling. Have reported twice before. If cycling 'where I am supposed to be' (on the left) parts of my bike loosen + come off. Also dangerous for balance. So I position myself in the centre of the downhill lane. Today a car kept beeping at me, I stayed put (Highway code 2022 rule 72 - I am allowed), it overtook on opposite lane (then stopped at end of the road where I then overtook). My speed 38kmh (23mph), car was much faster, no reg no. Unsafe road. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1913955 **Logged by:** Verint CRM Connector **on:** 06/03/2025 10:10
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Please could i report the really, really bad surface on the first half of Dundas Street, i go down every weekday in my car and find the jolts, the potholes and the general condition of the road is absolutely shocking. **Contact:**

Its so bad that I have to dodge and drive from right to left to avoid damaging my car, i know this road so very well!

Please inspect it and find the condition it terrible.

Thank you.

Effective: 01/01/2023 to 11/06/2026
Service: Roads General
Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
Display Action Officer: No

Customer Services

Enquiry No.: 1903794 **Logged by:** Verint CRM Connector **on:** 14/02/2025 16:27
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Very uneven surface and holes at the crossroad, going downhill. Dangerous for cyclists, some parts of my bike have come off going over this section. I now have to cycle in the middle of the road right in front of cars. Most of the upper half of Dundas St is like this and needs resurfacing going downhill. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1871663 **Logged by:** Verint CRM Connector **on:** 16/12/2024 11:24
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Diesel spill, most of the length of Dundas St, but particularly around Great King St **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1829389 **Logged by:** Verint CRM Connector **on:** 09/09/2024 15:23
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Road surface uneven with several potholes. Dangerous for cyclists and car drivers/buses who swerve to avoid the problematic areas of road. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1814580 **Logged by:** Verint CRM Connector **on:** 12/08/2024 11:29
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Nasty in a car, lethal on a bike. This is in a hugely dangerous location for anyone on a bike trying to do their bit to reduce the numbers of cars on the road. It's a claim in the waiting. Please fix it before it costs a life, a job and a compensation payout. Appreciate you're overwhelmed but this is in a very dangerous location with little chance for a cyclist to avoid in heavy traffic or darker nights. Cheers [REDACTED] **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Job Number: 50165393 **Defect Number:** 42163699

Enquiry No.: 1790741 **Logged by:** [REDACTED] **on:** 01/07/2024 12:37
Service: Roads General **Subject:** Spill: Oil / Petrol / Diesel **Classification:** Customer Emergency
Desc.: Called to report spillage of oil down the street
Location: **Contact:**

Enquiry No.: 1785369 **Logged by:** [REDACTED] **on:** 21/06/2024 09:35
Service: Roads General **Subject:** Covers: Damaged / Defective **Classification:** Request for service
Desc.: Enquiry but manhole cover now deteriorated badly has blue cross on it , can someone advise caller who this has been passed to as extremely noisy
Location: See confirm 1777227 **Contact:**

Effective: 01/01/2023 to 11/06/2026
Service: Roads General
Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
Display Action Officer: No

Customer Services

Enquiry No.: 1774227 **Logged by:** [REDACTED] **on:** 06/06/2024 12:10
Service: Roads General **Subject:** Public Utilities: General **Classification:** General Enquiry
Desc.: this was sent in around mid may by e mail however i cannot find it logged on confirm. problem been ongoing for around two months and manhole becoming very dangerous and this should be small job to resolve. see document attached
Location: this was sent in around mid may by e mail however i cannot find it logged on confirm. problem been ongoing for around two months and manhole becoming very dangerous and this should be small job to resolve. see document attached **Contact:**

Enquiry No.: 1771509 **Logged by:** Verint CRM Connector **on:** 04/06/2024 09:02
Service: Roads General **Subject:** Public Utilities: General **Classification:** Request for service
Desc.:
Location: At the traffic lights (Henderson Row / Dundas Street) there is a manhole and every time a car / lorry / bus goes over it there is a LOUD noise and affecting all the residents **Contact:**

Enquiry No.: 1710810 **Logged by:** Verint CRM Connector **on:** 02/03/2024 23:13
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: The whole south half of Dundas street is very uneven in the lane going downhill, this is dangerous for cyclists as they either go into the dips which could divert the bike wheel, or if they try to avoid these numerous dips they have to steer into the lane many times, risking collision with a car. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset
Job Number: 50154845 **Defect Number:** 42150246

Enquiry No.: 1698793 **Logged by:** Verint CRM Connector **on:** 13/02/2024 17:14
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Deep hole in middle of pedestrian crossing on Dundas Street at Heriot Row. Dangerous for pedestrians in the dark and for downhill cyclists travelling at speed. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1695507 **Logged by:** Verint CRM Connector **on:** 08/02/2024 11:01
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: A large number of newly laid slabs on both sides of Dundas St have cracked. The work is not yet finished. I am happy to count the number of cracked slabs. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1669227 **Logged by:** Verint CRM Connector **on:** 01/01/2024 10:01
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Road markings are worn away and it is difficult to know where the correct lane is and which lane to be in at the junctions. **Contact:**

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Effective: 01/01/2023 to 11/06/2026
 Service: Roads General
 Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
 Display Action Officer: No

Customer Services

Enquiry No.: 1633303 **Logged by:** Verint CRM Connector **on:** 25/10/2023 18:16
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.: You have recently replaced the paving in this section of Dundas Street and with that covered over the water toby for my property [REDACTED]. I would like this external common access controls to be reinstated as there is now no 24 hour emergency shut off to either property. You have retained the common street toby for the gas but dhy remove the water toby ?
 Regards

Location: [REDACTED]

Contact:

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1610294 **Logged by:** [REDACTED] t **on:** 07/09/2023 12:28
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.: Large gaps between wall and pavement which require filled in please to prevent water going into cellars below. Pls add to scope of works for upcoming pavement repair. Cust would also like council to assist with restoration repair to wall.

Location: o/s no 79

Contact:

Enquiry No.: 1610071 **Logged by:** Verint CRM Connector **on:** 07/09/2023 08:50
Service: Roads General **Subject:** Pavement: General Enquiry **Classification:** Request for service

Desc.: **Location:** Junction between great king st and dundas street, the traffic lights are broken as the pedestrian button isn't working and the traffic road lights are showing green same time as pedestrians are on green - very dangerous we almost got hit this morning

Contact:

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1603363 **Logged by:** Verint CRM Connector **on:** 24/08/2023 17:42
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service

Desc.: **Location:** It's outside my salon 'Enliven massage and beauty', by the bin. I watch number people trip and fall in it a week.

Contact:

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Enquiry No.: 1568523 **Logged by:** Verint CRM Connector **on:** 18/06/2023 21:04
Service: Roads General **Subject:** Traffic Sign:Defective/Damaged **Classification:** Request for service

Desc.: What type of sign is it? Road sign problem, type unlit
Location: 20 sign just downhill (N) of tescos express is folded and damaged

Contact:

Plot Number: 2.00 **Feature Id - Location:** Ward 11 - From Heriot Row to Fettes Row **Feature Type:** Road Asset

Job Number: 50138455 **Defect Number:** 42130858

Effective: 01/01/2023 to 11/06/2026
 Service: Roads General
 Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
 Display Action Officer: No

Customer Services

Enquiry No.: 1538743 Service: Roads General Desc.: Location: pothole	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 17/04/2023 21:03 Classification: Request for service	Contact:
Plot Number: 2.00 Job Number: 50134629	Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row Defect Number: 42125589	Feature Type: Road Asset	
Enquiry No.: 1521631 Service: Roads General Desc.: Location: Further to ref 101001719760, sorry gave you wrong address was at Dundas Street near Great King street on left hand side of road going towards Princes St, picture attached to it taken when sitting on pavement.	Logged by: Verint CRM Connector Subject: Pavement: Damaged / Defective	on: 12/03/2023 05:49 Classification: Request for service	Contact:
Plot Number: 2.00	Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row	Feature Type: Road Asset	
Enquiry No.: 1521537 Service: Roads General Desc.: Location: Fallen over uneven pavement slab, Dundas St, near rubbish bin at junction with Great King Street	Logged by: Verint CRM Connector Subject: Pavement: Damaged / Defective	on: 11/03/2023 16:17 Classification: Request for service	Contact:
Plot Number: 2.00	Feature Id - Location: Ward 11 - From Heriot Row to Fettes Row	Feature Type: Road Asset	
Enquiry No.: 1484834 Service: Roads General Desc.: Potholes Location: at junct with Brandon Street	Logged by: [Redacted] Subject: Road: Defective / Damaged	on: 05/01/2023 09:58 Classification: Request for service	Contact:

Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order
	Asset: 2.00	Asset - Locn.: Ward 11 - From Heriot Row to Fettes Row		Feature Type: Road Asset		Area: South East Locality	
50127356	1no pothole (RD: CW Pothole)	On the pedestrian crossing at the junction of Heriot Row	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	24/01/2023	25/01/2023	Act. ROAD/82071634
50127358	3no potholes (RD: CW Pothole)	At the junction of Northumberland Street	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	24/01/2023	25/01/2023	Act. ROAD/82071635
50130205	2no potholes (RD: CW Pothole)	At the junction with Northumberland st	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	24/02/2023	01/03/2023	Act. ROAD/82073354
50134629	2no potholes (RD: CW Pothole)	At the junction with Northumberland Street	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	19/04/2023	20/04/2023	Act. ROAD/82076065
50136401	1no pothole (RD: CW Pothole)	On the yellow box junction at the corner of Heriot Row	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	19/05/2023	21/05/2023	Act. ROAD/82077377
50137757	1no pothole (RD: CW Pothole)	Outside no22	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/06/2023	14/06/2023	Act. ROAD/82078258

Effective: 01/01/2023 to 11/06/2026
 Service: Roads General
 Site: Dundas Street (7901760)

Asset Number: 2.00 to 2.00
 Display Action Officer: No

Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order
	Asset: 2.00	Asset - Locn.: Ward 11 - From Heriot Row to Fettes Row		Feature Type: Road Asset		Area: South East Locality	
50138455	Please replace damaged 20mph repeater on the column with a new one, sign should be in stock. (RD: Unlit Sign Damaged/Missing)	Outside 22 Dundas Street	RD: Cat 3 - 60 Day	Job Complete	27/06/2023	28/06/2023	Act. ROAD/82078605
50142155	1 carriageway pothole (RD: CW Pothole)	Outside 20	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	06/09/2023	06/09/2023	Act. ROAD/82080489
50143660	1no pothole (RD: CW Pothole)	On the pedestrian crossing at the junction of Heriot Row	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	06/10/2023	09/10/2023	Act. ROAD/82081377
50143873	1 number pothole (RD: CW Pothole)	At junction of Northumberland Street	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	11/10/2023	12/10/2023	Act. ROAD/82081542
50153151	1no pothole (RD: CW Pothole)	At the junction with Heriot row	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	15/02/2024	16/02/2024	Act. ROAD/82087518
50154845	3no potholes (RD: CW Pothole)	Outside no22	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	05/03/2024	18/03/2024	Act. ROAD/82088723
50154847	1no pothole (RD: CW Pothole)	Outside no20	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	05/03/2024	18/03/2024	Act. ROAD/82088724
50165393	1no pothole (RD: CW Pothole)	At the pedestrian crossing at the corner of Heriot Row	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	15/08/2024	15/08/2024	Act. ROAD/82095655
50174932	6 potholes (RD: CW Pothole)	At Northumberland street	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	12/02/2025	13/02/2025	Act. ROAD/82102357
50185472	Yellow box road markings need refreshed (RD: Markings Refresh)	At junction with Abercromby place / Heriot row	RD: Cat 4 - Programmed	Job Complete	11/10/2025	15/05/2026	Act. ROAD/82115459
50185473	Refresh cycle box markings and arrows (RD: Markings Refresh)	Outside no1	RD: Cat 4 - Programmed	Job Complete	11/10/2025	29/03/2026	Act. ROAD/82115458
50186390	1no cw pothole (RD: CW Pothole)	At junction with Northumberland street	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	03/11/2025	04/11/2025	Act. ROAD/82110135
50187686	2no damaged bike racks need replacing (RD: BikeRack Damage/Missing/New)	Outside Tesco Express	RD: Cat 3 - 60 Day	Job Complete	28/11/2025	28/01/2026	Act. ROAD/82111037
50187688	2no potholes (RD: CW Pothole)	Outside no4	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	28/11/2025	03/12/2025	Act. ROAD/82111039
50188729	1no pothole (RD: CW Pothole)	At the junction with Northumberland Street	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	19/12/2025	22/12/2025	Act. ROAD/82111838
50193114	2no potholes (RD: CW Pothole)	At the junction with Heriot Row	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	03/03/2026	03/03/2026	Act. ROAD/82115490
50193117	3no potholes (RD: CW Pothole)	At the junction with Northumberland st	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	03/03/2026	03/03/2026	Act. ROAD/82115492
50197122	1 number pothole (RD: CW Pothole)	Outside number 22	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	20/05/2026	21/05/2026	Act. ROAD/82118571