

62358 Abbots House Hotel

Abbots House Hotel, 10 Links Place, Edinburgh, EH6 7EZ, where accommodation/services are commissioned or contracted by The City of Edinburgh Council.

Copies of the operating standards, contractual standards, inspection standards, or guidance documents that the accommodation provider is required to comply with.

[Terms and conditions that Abbot House is paid for are attached.](#)

The dates of all six-monthly contract review meetings held concerning Abbots House Hotel within the last 3 years.

[26/10/2023](#)

[22/02/2024](#)

[15/08/2024](#)

[19/12/2024](#)

[03/04/2025](#)

[14/08/2025](#)

[04/12/2025](#)

[26/03/2026](#)

Copies of meeting minutes, summaries, action logs, compliance reports, inspection findings, or performance review documents relating to those meetings.

[The documentation requested above would not be provided as this can continue commercially sensitive information. The following visits took place below and a statement of summary provided.](#)

- [17/02/2025 - Checked several rooms and kitchen no issues.](#)
- [06/03/2025 - No issues checked the rooms, kitchen, and surrounding area. Discussed Ramadan and provision during this time.](#)
- [27/03/2025 - Checked Kitchen and one room. Very good standard.](#)
- [09/05/2025 - Checked communal areas all clean and no issues.](#)
- [26/05/2025 - Rooms checked very nice.](#)

- 13/02/2026 - Very clean, tidy, all communal areas kept clean and clear. No issues with guests reported back. All good feedback

Details of any identified breaches, failures to comply, safeguarding concerns, health and safety concerns, or complaints discussed during those meetings.

Bed bugs. When this occurs bed and bedding is thrown out, the room is sprayed and then new bed and bedding put in place. Protocol has been followed and review of process carried out in June 2026.

Keys. An issue was raised with the provider regarding keys being handed in by clients but left unattended by staff. The provider's representative has taken practical steps to address and the council is assured this matter has been dealt with and resolved.

Details of any improvement notices, corrective actions, warnings, sanctions, or follow-up measures issued in relation to Abbots House Hotel.

Warning was issued regarding the issue of the keys noted above.

Information explaining how The City of Edinburgh Council monitors compliance with contractual and operating standards between six-monthly review meetings, including inspections, audits, welfare checks, or quality assurance visits.

The Council's Temporary Accommodation service liaises with Abbots House for all required operational actions. Both Temporary Accommodation team leaders and housing officers visit the property between contract management meetings.

The number of complaints received in relation to Abbots House Hotel during the last 3 years concerning: bedding, furnishings, cleanliness, maintenance, damp/mould, health and safety, or general living conditions.

Two complaints have been received by the Council. Both in relation to bed bugs and keys.