

From: [REDACTED]
Sent: 25 February 2026 16:46
To: Street Enforcement <StreetEnforcement@edinburgh.gov.uk>; [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: FW: Merchant Street Z4-49

Dear Street Enforcement,

We are having difficulty facilitation our own bin hubs due to commercial bin in Merchant Street.

As you can see in picture 5 someone is moving our bins out of our bin hub and on to Candlemaker Row.

We have had the TRO approved and need assistance to remove the private bins on the street to enable our bins to go into the dedicated hub from the map above where currently the permanent food housing has gone in.

We are awaiting the contractor to put in the bull bars in due course, but the difficulty will be the removal of private waste contractor bins in our hubs.

Please feel free to call me on [REDACTED] to discuss this but do need some action to be taken as it is restriction our statutory responsibility to collect bins from it dedicated location.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 09 April 2026 09:37
To: [REDACTED]
Subject: RE: APP981344 - Merchant Street Z4-49

Good morning [REDACTED]

I've been asked to give you feedback on this case as I was the officer assigned to that area, and was initially dealing with a few complaints, mainly from residents. As far as I'm aware, this case was assigned to our Backshift team and I believe that one of the officers has already acted by issuing notices requesting businesses to get their trade waste bins off the public highway.

I've spoken with the client, [REDACTED], giving him the same feedback. However, he expressed that one of the main reasons he placed a complaint was to do with the bin review and parking issues in Merchant Street and Candlemaker Row. [REDACTED] asked me to email him with some general advice regarding the trade waste bins situation, but he was also adamant about getting contact details for NES. Is there a contact email address that I could pass on? Thanks.

Best regards

[REDACTED]

From: [REDACTED]
Sent: 01 April 2026 16:34
To: [REDACTED]
Cc: [REDACTED] Street
Enforcement Backshift <streetenforcement.backshift@edinburgh.gov.uk>
Subject: RE: Merchant Street Z4-49

Hi [REDACTED]

I believe you have been dealing with this issue. Please can you provide [REDACTED] with an update.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 01 April 2026 14:03
To: Street Enforcement Backshift <streetenforcement.backshift@edinburgh.gov.uk>
Subject: FW: Merchant Street Z4-49

Hello

This was assigned to backshift to deal. Can you update [REDACTED]

Thanks

[REDACTED]

From: [REDACTED]
Sent: 27 March 2026 12:15
To: Street Enforcement <StreetEnforcement@edinburgh.gov.uk>
Cc: [REDACTED]
[REDACTED]
Subject: FW: Merchant Street Z4-49

Dear Street Enforcement,

Still not heard anything on this and would like to know its status and any possibly updates please?

Thanks

[REDACTED]

From: [REDACTED]
Sent: 10 April 2026 10:41
To: [REDACTED]
Subject: FW: APP981344 - trade waste bins being permanently stored in Merchant Street

Morning [REDACTED]

Enforcement have been out and believe have issues FPN's

The plan is to get the bins into the hub but they keep getting moved despite speaking with Supervisors, crew and Street Enforcement action. I think it won't be resolved until the barriers go in to cement the hub.

Can you please reply to the customer on his enquiry that has been sent to me. If you could copy me in as well that would be great.

[REDACTED]

From: [REDACTED]
Sent: 09 April 2026 19:57
To: [REDACTED]
Subject: Fwd: APP981344 - trade waste bins being permanently stored in Merchant Street

Good evening [REDACTED]

I hope you are well.

I am writing following correspondence with the Waste Management team, who have advised that my query regarding bin placement, missing enclosures, and the surrounding parking layout falls under your department.

Since the installation of the new recycling bins in the Merchant Street area, there appear to be a number of issues that remain unresolved. The current positioning of the bins on Candlemaker Row, alongside the recently marked parking bays, does not seem to have been fully coordinated.

In particular:

- The bins appear to have been relocated back to Candlemakers Row.
- The area in Merchant Street does not seem to have barriers installed to keep the bins in place.
- The absence of barriers is resulting in bins being moved or being hazardous to vehicles.

This situation is now impacting the overall appearance and functionality of the area and has also contribute to wider concerns around waste management and environmental health.

I would be grateful if you could clarify:

- Whether there are plans to install proper bin enclosure barriers
- If the current placement of bins and parking bays has been formally reviewed and approved
- Whether any further adjustments or improvements are scheduled

I appreciate that these works may still be ongoing, however it would be helpful to understand the intended final layout and timescales for completion.

Thank you for your time and assistance, and I look forward to your response.

Kind regards,

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]

Date: 9 April 2026 at 15:13:26 BST

To: [Redacted]

Subject: APP981344 - trade waste bins being permanently stored in Merchant Street

Good afternoon [REDACTED]

Our Street Enforcement Backshift team is taking care of the trade waste bins being permanently stored on the public highway. Notices have been issued and there is a period of time of 21 days to seek full compliance from the concerned businesses. Please find attached a copy of the leaflet with general information about how businesses must dispose of their waste. You could also follow this link (<https://www.edinburgh.gov.uk/trade-waste/right-time-right-place>) for future reference.

In relation to your enquiry regarding the bin review (CEC communal bins and bin hubs), you may contact [REDACTED] NES (Neighbourhood Environmental Services) Officer, directly [REDACTED]

Kind regards

[REDACTED]

From: [REDACTED]
Sent: 20 May 2026 10:26

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: Merchant Street bin hub (To action)

Hi [REDACTED]

It is [REDACTED] team that relocates bins as part of the WBDT duties.

Regards,

[REDACTED]
From: [REDACTED]

Sent: 20 May 2026 09:47

To: [REDACTED]
[REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: Merchant Street bin hub (To action)

Hi everyone,

This bin hub was installed in October 2025 and all was fine for 4 months. In February, we were advised that all the bins (including the food bin housing) had been moved into Candlemaker Row. Crews were asked to put them back and a resident has also been helpfully moving the bins from Candlemaker Row back into Merchant Street but the migration continues.

We wrote to residents and businesses recently (letter attached) and we know the letters have arrived. [REDACTED] and I were there last week and took photos. The resident bins were in Candlemaker Row and there were trade waste bins (From Skoll and Hati) where the bin hub should be. There are no bull bars at this hub yet (due for install in October) so that won't be helping however, even with bull bars, people can (and do) move the bins if they're not happy with the location. I'm hoping the letter does the trick and that once the bins are all moved back and set-up, they'll stay there. If not, we'll look at installing the bull bars and then chaining the bins in situ. This makes it harder for crews to service the bins and is only really done as a last resort.

[REDACTED] can you arrange for the food bin housing to be re-installed (holes and markings still visible - see photo)

[REDACTED] can you arrange for the other bins to be moved back into Merchant Street once the food bin housing has been moved (or at the same time if the stars align)

Timeline

October 2025: Bin hub installed

February 2026: Bins moved into Candlemaker Row

Feb-May: Bins moving between Merchant Street and Candlemaker Row

May: Letter sent to residents and businesses advising not to move bins

Next steps: Re-install food bin housing and move bins back into Merchant Street.
Monitor for bin movement and involve Street Enforcement (if relevant) or install bull bars earlier and then chain bins in situ.

Kind regards,

[Redacted signature]

From: [Redacted]
Sent: 09 June 2026 11:28

To: [Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: RE: Merchant Street bin hub (To action)

[Redacted]

These bins were almost certainly moved to Candlemaker Row within a few days.

The problem is that crews have been returning them to Merchant Street initially but is to much of a pull across a road. They can only do so much. It was decided until the hubs are in we cant do much. WBDT are to return bins generally NOT crews every day. Similar to Johnston Terrace hubs.

I also copied you into Chris Murray's MSP response dated 3/6/26.

I am now going on holiday so please copy me in as the NES Officer for the area.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 09 June 2026 08:02

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: FW: Merchant Street bin hub (To action)

Hi everyone,

It's my first day back and I've got several emails about Merchant Street to read through and potentially action as the bins appear to have been moved back to Candlemaker Row. The resident has been in contact with Chris Murray MP so we need to move forward with enforcement etc for trade waste bins here.

[REDACTED] what date did we move/re-install the food bin housing?

[REDACTED] what date(s) did we move the bins back into Merchant Street?

[REDACTED] do we know when the crews noted the bins had been moved back to Candlemaker Row?

Results

By Date ▾ ↓

▾ Yesterday

Merchant Street bins update(Case Ref: CM...

Mon 17:11

Hi Based on Darren's response below. Can I get clarity on the bin positioning at

Chris Murray MP

CBR Merchant Street (Case ...

Mon 14:49

Good afternoon, I hope this email finds you well. I am writing on behalf of one of my

▾ Last Week

Merchant Street

Wed 03/06

Dear Chris Murray MP, As you can see, I have done all I can do within my remit. The

Search Complete.

I'll pick up about getting bull bars installed and chained as the last resort which I know crews don't like, but if someone keeps moving the bins, we don't really have any alternative.

Kind regards,

[Redacted]

From: [Redacted]
Sent: 20 May 2026 09:47

To: [Redacted]
[Redacted]
[Redacted]

Cc: [Redacted]
[Redacted]

Subject: Merchant Street bin hub (To action)

Hi everyone,

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Kind regards,

