

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Site: Upper Craigour (7904399)

Locality: Moredun, 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:	41261355 - Inspection Batch			Route:	Ad hoc Route		Date:	21/04/2026
42204492	5 no potholes	21/04/2026	At entrance to no 4 at lampost UAN10	RD: CW Pothole	Internal		Committed	50195634
Batch:	41258992 - Inspection Batch			Route:	Ad hoc Route		Date:	23/03/2026
42202773	No 1 pothole	23/03/2026	Outside driveway at no 8!	RD: CW Pothole	Internal		Committed	50194373
Batch:	41254039 - Inspection Batch			Route:	Ad hoc Route		Date:	18/02/2026
42199787	Sunken gully and tar surrounding it	18/02/2026	Opposite no11	RD: Gully Damaged/Sunken	Internal		Uncommitted	50192154
Batch:	41252542 - Inspection Batch			Route:	Ad hoc Route		Date:	09/02/2026
42198888	Mono blocks raised / sinking around a BT box on dropped kerb footpath... box will need reset also	09/02/2026	Outside no 100 upper craigour	RD: FW Blocks Dislodged/Loose	Internal		Committed	50191396
Batch:	41252529 - Inspection Batch			Route:	Ad hoc Route		Date:	09/02/2026
42198878	No 1 pothole	09/02/2026	Outside no 132	RD: CW Pothole	Internal		Committed	50191388
Batch:	41252515 - Inspection Batch			Route:	Ad hoc Route		Date:	09/02/2026
42198864	Sunken gully	09/02/2026	20 m north of lampost UAN29	RD: Gully Damaged/Sunken	Internal		Committed	50191378
Batch:	41252507 - Inspection Batch			Route:	Ad hoc Route		Date:	09/02/2026
42198857	No 1 pothole	09/02/2026	Outside no 79	RD: CW Pothole	Internal		Committed	50191374
Batch:	41252501 - Inspection Batch			Route:	Ad hoc Route		Date:	09/02/2026
42198851	No 1 pothole	09/02/2026	Outside no 5	RD: CW Pothole	Internal		Committed	50191370
Batch:	41239346 - Inspection Batch			Route:	SE_CF2_CraigourNorth1		Date:	21/10/2025
42191566	Tree root pushing up through asphalt FW approx 6m x 2.5m	21/10/2025	Outside no104	RD: FW Tree Root Tar	Internal		Uncommitted	50185881
42191567	Blocks surrounding manhole sinking	21/10/2025	Entrance to 100	RD: FW Blocks Dislodged/Loose	Internal		Uncommitted	50167299
42191568	Gully sunken, please reset in place	21/10/2025	Opposite number 134	RD: Gully Damaged/Sunken	Internal		Uncommitted	50145334
42191564	1no sunken gully frame	21/10/2025	Opposite no72 on corner	RD: Gully Damaged/Sunken	Internal		Uncommitted	50143729
Batch:	41212263 - Inspection Batch			Route:	Ad hoc Route		Date:	30/12/2024
42171901	No 1 pothole	30/12/2024	Opposite lampost uan1 around manhole opposite no 26	RD: CW Pothole	Internal		Committed	50171952
Batch:	41212255 - Inspection Batch			Route:	Ad hoc Route		Date:	30/12/2024
42171898	1 no pothole	30/12/2024	Outside no 11 at speedhump	RD: CW Pothole	Internal		Committed	50171949
Batch:	41208487 - Inspection Batch			Route:	Ad hoc Route		Date:	22/11/2024
42169772	Pothole at manhole	22/11/2024	Outside no207	RD: CW Pothole	Internal		Committed	50170274
Batch:	41208486 - Inspection Batch			Route:	Ad hoc Route		Date:	22/11/2024
42169771	Pot hole at gully	22/11/2024	Opposite no 201	RD: CW Pothole	Internal		Committed	50170273
Batch:	41201826 - Inspection Batch			Route:	SE_CF2_CraigourNorth1		Date:	01/10/2024
42165681	Gully sunken/damaged.	01/10/2024	Opposite L/Post UAN45.	RD: Gully Damaged/Sunken	Internal		Action Required	
42165679	Blocks surrounding manhole sinking	01/10/2024	Entrance to 100	RD: FW Blocks Dislodged/Loose	Internal		No Action Required	

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Condition Survey

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Asset:	1.00	Asset - Locn.:	Whole Street	Feature Type:	Road Asset		Area:	South East Locality
Batch:	41201826 - Inspection Batch			Route:	SE_CF2_CraigourNorth1		Date:	01/10/2024
42165678	1no sunken gully frame	01/10/2024	Opposite no72 on corner	RD: Gully Damaged/Sunken	Internal		No Action Required	
42165683		01/10/2024		RD: FW HRA Depression/Sunker	Internal		Uncommitted	3011495
42165684		01/10/2024		RD: Markings Refresh	Internal		Uncommitted	3008823
42165680	Gully sunken, please reset in place	01/10/2024	Opposite number 134	RD: Gully Damaged/Sunken	Internal		No Action Required	
Batch:	41183821 - Inspection Batch			Route:	Ad hoc Route		Date:	26/02/2024
42149078	Cw x1 pothole Road: Defective / Damaged (Enquiry 1706607)	26/02/2024	At the junction with Upper Craigour Way	RD: CW Pothole	Internal		Committed	50154086
Batch:	41180111 - Inspection Batch			Route:	Ad hoc Route		Date:	25/01/2024
42145173	Cw x4 potholes Road: Defective / Damaged (Enquiry 1684747)	25/01/2024	Outside the entrance to the Cclasps centre	RD: CW Pothole	Internal		Committed	50151228
Batch:	41174371 - Inspection Batch			Route:	Ad hoc Route		Date:	14/12/2023
42141885	Cw x1 pothole (speed bump) Road: Defective / Damaged (Enquiry 1661209)	14/12/2023	Outside of 203	RD: CW Pothole	Internal		Committed	50147997
Batch:	41174367 - Inspection Batch			Route:	Ad hoc Route		Date:	14/12/2023
42141881	Cw x1 pothole Road: Defective / Damaged (Enquiry 1661210)	14/12/2023	Speed bump	RD: CW Pothole	Internal		Committed	50147993
Batch:	41174364 - Inspection Batch			Route:	Ad hoc Route		Date:	14/12/2023
42141878	Cw x2 potholes Road: Defective / Damaged (Enquiry 1661211)	14/12/2023	Outside of number 37	RD: CW Pothole	Internal		Committed	50147990
Batch:	41171457 - Inspection Batch			Route:	Ad hoc Route		Date:	08/11/2023
42139068	Gully sunken, please reset in place	08/11/2023	Opposite number 134	RD: Gully Damaged/Sunken	Internal		No Action Required	
Batch:	41170569 - Inspection Batch			Route:	Ad hoc Route		Date:	31/10/2023
42138400	Tree roots damage FW 2 x 3 patch required, HRA (white chip)	31/10/2023	Outside of 95	RD: FW Tree Root Tar	Internal		Committed	50144773
Batch:	41168025 - Inspection Batch			Route:	SE_CF2_CraigourNorth1		Date:	09/10/2023
42137226	1no sunken gully frame	09/10/2023	Opposite no72 on corner	RD: Gully Damaged/Sunken	Internal		No Action Required	
42137220		09/10/2023		RD: Gully Damaged/Sunken	Internal		Uncommitted	50005618
42137221	speed ramp marking	09/10/2023	Os 32 upper craigour	RD: Markings Refresh	Internal		No Action Required	
42137229	Tree root pushing up through asphalt FW.	09/10/2023	Opposite L/Post GAN31.	RD: FW Tree Root Tar	Internal		No Action Required	
42137227	Cw pothole on speed ramp.	09/10/2023	At L/Post AN3.	RD: CW Pothole	Internal		Action Required	
42137228	Speed ramp markings refresh.	09/10/2023	At L/Post 3.	RD: Markings Refresh	Internal		Action Required	
42137234	Gully sunken/damaged.	09/10/2023	Opposite L/Post UAN45.	RD: Gully Damaged/Sunken	Internal		No Action Required	
42137222	1no BT manhole undermined and causing damage to footpath.	09/10/2023	Outside no44	RU: Utility Apparatus	Internal		Uncommitted	50143725
42137231	Pavement: Damaged / Defective (Enquiry 401665)	09/10/2023	Os 147 upper craigour	RD: FW HRA Depression/Sunker	Internal		No Action Required	
42137232	Pothole around gully.	09/10/2023	Outside 171.	RD: CW Pothole	Internal		Action Required	

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Asset:	1.00	Asset - Locn.: Whole Street		Feature Type: Road Asset		Area: South East Locality		
Batch: 41154753 - Inspection Batch			Route: Ad hoc Route			Date: 14/04/2023		
42125191	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536765)	14/04/2023	At the junction with Upper Craigour Way	RD: CW Pothole	Internal		Committed	50134234
Batch: 41154752 - Inspection Batch			Route: Ad hoc Route			Date: 14/04/2023		
42125190	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536769)	14/04/2023	Outside of number 18	RD: CW Pothole	Internal		Committed	50134233
Batch: 41154751 - Inspection Batch			Route: Ad hoc Route			Date: 14/04/2023		
42125189	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536758)	14/04/2023	Outside of 8 at speed bump	RD: CW Pothole	Internal		Committed	50134232
Batch: 41154749 - Inspection Batch			Route: Ad hoc Route			Date: 14/04/2023		
42125187	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536763)	14/04/2023	Outside of number 11	RD: CW Pothole	Internal		Committed	50134230
Batch: 41151147 - Inspection Batch			Route: Ad hoc Route			Date: 02/03/2023		
42120930	Cw x 1 pothole Road: Defective / Damaged (Enquiry 1517254)	02/03/2023	Outside of number 79	RD: CW Pothole	Internal		Committed	50130932
Batch: 41146833 - Inspection Batch			Route: Ad hoc Route			Date: 27/01/2023		
42116659	Cw pothole x2 Road: Defective / Damaged (Enquiry 1493170)	27/01/2023	Upper craigour outside 35	RD: CW Pothole	Internal		Committed	50127697
Batch: 41128110 - Inspection Batch			Route: SE_CF2_CraigourNorth1			Date: 22/07/2022		
42105079	Gully sunken/damaged.	22/07/2022	Opposite L/Post UAN45.	RD: Gully Damaged/Sunken	Internal		No Action Required	
42105083	Cw pothole on speed ramp.	22/07/2022	At L/Post AN3.	RD: CW Pothole	Internal		No Action Required	
42105080	Pothole around gully.	22/07/2022	Outside 171.	RD: CW Pothole	Internal		No Action Required	
42105081	Pavement: Damaged / Defective (Enquiry 401665)	22/07/2022	Os 147 upper craigour	RD: FW HRA Depression/Sunker	Internal		No Action Required	
42105082	Tree root pushing up through asphalt FW.	22/07/2022	Opposite L/Post GAN31.	RD: FW Tree Root Tar	Internal		No Action Required	
Batch: 41096389 - Inspection Batch			Route: SE_CF2_CraigourNorth1			Date: 19/07/2021		
42073696	Gully sunken/damaged.	19/07/2021	Opposite L/Post UAN45.	RD: Gully Damaged/Sunken	Internal		No Action Required	
42073693	Pothole around gully.	19/07/2021	Outside 171.	RD: CW Pothole	Internal		No Action Required	
42073689	Speed ramp markings refresh.	19/07/2021	At L/Post 3.	RD: Markings Refresh	Internal		No Action Required	
42073692	Pavement: Damaged / Defective (Enquiry 401665)	19/07/2021	Os 147 upper craigour	RD: FW HRA Depression/Sunker	Internal		No Action Required	
42073683	x3 potholes at entrance to cclasp. Make safe with HRA.	19/07/2021	At entrance to cclasp.	RD: CW Pothole	Internal		Committed	50087629
	x2 potholes within track at entrance to cclasp.							
	Overlay small rutted section on FW.							
42073687	speed ramp marking	19/07/2021	Os 32 upper craigour	RD: Markings Refresh	Internal		No Action Required	
42073697	Gully sunken/damaged.	19/07/2021	At L/Post AN46.	RD: Gully Damaged/Sunken	Internal		Action Required	

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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: 41096389 - Inspection Batch			Route: SE_CF2_CraigourNorth1				Date: 19/07/2021	
42073690	Cw pothole on speed ramp.	19/07/2021	At L/Post AN3.	RD: CW Pothole	Internal		No Action Required	
42073691	Tree root pushing up through asphalt FW.	19/07/2021	Opposite L/Post GAN31.	RD: FW Tree Root Tar	Internal		No Action Required	
42073686	x2 FW potholes.	19/07/2021	Outside 26 at entrance to car park.	RD: FW HRA Pothole	Internal		Committed	50087630
42073694	Speed ramp markings refresh.	19/07/2021	At L/Post UAN45.	RD: Markings Refresh	Internal		Action Required	
Batch: 41094519 - Inspection Batch			Route: Ad hoc Route				Date: 17/06/2021	
42071371	Cw pothole marked on site	17/06/2021	Upper craigour at Ip40 / 132.	RD: CW Pothole	Internal		Committed	50085458
Batch: 41094518 - Inspection Batch			Route: Ad hoc Route				Date: 17/06/2021	
42071370	Cw pothole marked on site	17/06/2021	Upper craigour Ip 38	RD: CW Pothole	Internal		Committed	50085457
Batch: 41094517 - Inspection Batch			Route: Ad hoc Route				Date: 17/06/2021	
42071369	Cw pothole marked on site	17/06/2021	Upper craigour at 177	RD: CW Pothole	Internal		Committed	50085456
Batch: 41094516 - Inspection Batch			Route: Ad hoc Route				Date: 17/06/2021	
42071368	Cw potholes marked on site x2	17/06/2021	Upper craigour at 32	RD: CW Pothole	Internal		Committed	50085454
Batch: 41094515 - Inspection Batch			Route: Ad hoc Route				Date: 17/06/2021	
42071366	Cw pothole marked on site	17/06/2021	Upper craigour at 35	RD: CW Pothole	Internal		Committed	50085452
Batch: 41094514 - Inspection Batch			Route: Ad hoc Route				Date: 17/06/2021	
42071364	Cw potholes marked on site x5	17/06/2021	Upper craigour at 11	RD: CW Pothole	Internal		Committed	50085451
Batch: 41093523 - Inspection Batch			Route: Ad hoc Route				Date: 01/06/2021	
42070172	Uplift pole and infill fw pothole	01/06/2021	East side of 40 upper craigour	RD: Unlit Sign Damaged/Missing	Internal		Committed	50084392
Batch: 41079391 - Inspection Batch			Route: Ad hoc Route				Date: 28/01/2021	
42059851	Defective track	28/01/2021	Upper Craigour os 11	RU: Utility Reinstatement	Internal		Uncommitted	50073207
Batch: 41072607 - Inspection Batch			Route: Ad hoc Route				Date: 05/01/2021	
42058289	Cw pothole at manhole	05/01/2021	Upper Craigour at 39	RD: CW Pothole	Internal		Committed	50071278

Customer Services

Enquiry No.: 2166765
Service: Roads General
Desc.: Problem: Overgrown.
Location:Footpath.
Type:Foliage / Bush
Location: Overhanging trees onto Craigour Drive. Along side the grassed area.

Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect

on: 22/06/2026 07:25
Classification: Request for service

Contact:

Enquiry No.: 2133985
Service: Roads General
Desc.:
Location: The entrance to a children's cancer support unit.

Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged

on: 20/04/2026 22:44
Classification: Request for service

Contact:

Plot Number: 1.00
Job Number: 50195634

Feature Id - Location: Whole Street
Defect Number: 42204492

Feature Type: Road Asset

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Customer Services

Enquiry No.: 2129099 **Logged by:** Verint CRM Connector **on:** 11/04/2026 18:51
Service: Roads General **Subject:** Traffic Sign:Defective/Damaged **Classification:** Request for service
Desc.: What type of sign is it? Road sign problem, type unlit 3 signs for The Royal Infirmary on Old Dalkeith road have been defaced and one is also damaged. They are on the sideheading into town near the junction with Little France Road.
Location: There are 3 separate signs needing cleaned and fixed related to the hospital. **Contact:**

Enquiry No.: 2116847 **Logged by:** Verint CRM Connector **on:** 20/03/2026 16:12
Service: Roads General **Subject:** Traffic Sign:Defective/Damaged **Classification:** Request for service
Desc.: Is the graffiti on Council or private property? council.
Is the graffiti offensive/racist? No .
Location: 3 road signs for the Royal Infirmary have graffiti on them. They are on Old Dalkeith Road, on the side heading into town, near the junction with Little France Road. **Contact:**

Enquiry No.: 2114019 **Logged by:** Verint CRM Connector **on:** 16/03/2026 21:45
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Pothole forming around road drain. You need to move over other side of road to avoid it. **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50194373 **Defect Number:** 42202773

Enquiry No.: 2094711 **Logged by:** Verint CRM Connector **on:** 13/02/2026 17:40
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Big crater around road drain, have to cross the other side of the road to avoid it **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50192154 **Defect Number:** 42199787

Enquiry No.: 2088864 **Logged by:** Verint CRM Connector **on:** 04/02/2026 17:01
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Pothole where tarmac meets monoblock. **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50191388 **Defect Number:** 42198878

Enquiry No.: 2088863 **Logged by:** Verint CRM Connector **on:** 04/02/2026 17:00
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Pothole and damage to surface of road. **Contact:**

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

Enquiry No.: 2088860 **Logged by:** Verint CRM Connector **on:** 04/02/2026 16:58
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Monoblock collapsing around manhole cover. Now dangerous as someone could trip/break ankle. **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50191396 **Defect Number:** 42198888

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Enquiry No.: 2088856
Service: Roads General
Desc.:
Location: Pothole Just before speed bump and additional potholes on speed bump. Also sunken drain on opposite side of road.

Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged

on: 04/02/2026 16:55
Classification: Request for service

Contact:

Plot Number: 1.00
Job Number: 50191370

Feature Id - Location: Whole Street
Defect Number: 42198851

Feature Type: Road Asset

Enquiry No.: 2088854
Service: Roads General
Desc.:
Location: Pothole in road

Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged

on: 04/02/2026 16:54
Classification: Request for service

Contact:

Plot Number: 1.00
Job Number: 50191374

Feature Id - Location: Whole Street
Defect Number: 42198857

Feature Type: Road Asset

Enquiry No.: 2075405
Service: Roads General
Desc.: Problem: Overgrown.
Location:Verge / Grass area .
Type:Foliage / Bush
Location: Lot the trees are causing damp in are houses no sun light get to the houses in its a dumping ground for fly tippers needs cut back if u could try get few trees cut down would be massive help thanks

Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect

on: 13/01/2026 12:45
Classification: Request for service

Contact:

Enquiry No.: 2073171
Service: Roads General
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Sharp hedge overgrown into the pavement area blocking pedestrian route at crossing point.

Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect

on: 09/01/2026 13:44
Classification: Request for service

Contact:

Enquiry No.: 2071939
Service: Roads General
Desc.:
Location: Issues with parking. Double yellow are faded so hospital staff parking here every day. Causing issues with access to shopping car park and love Oliver parking. When exiting it is making it hard to see traffic/maneuver especially when a vehicle trying to come in at same time.

Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged

on: 07/01/2026 17:26
Classification: Request for service

Contact:

Plot Number: 1.00
Feature Id - Location: Whole Street

Feature Type: Road Asset

Enquiry No.: 2067880
Service: Roads General
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Both pavements of Old Dalkeith Road, south of Little France Drive, are blocked by tree branches.

Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect

on: 03/01/2026 08:12
Classification: Request for service

Contact:

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Enquiry No.: 1978872 **Logged by:** Verint CRM Connector **on:** 15/07/2025 14:25
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Pavement area is cracked and worn badly. There is also exposed wires shown. **Contact:**
Directly in front of the garden of property 156 Upper Craigour

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

Enquiry No.: 1976689 **Logged by:** Verint CRM Connector **on:** 11/07/2025 12:49
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Overgrown.
Location:Verge / Grass area .
Type:Foliage / Bush
Location: The trees in question are very high much higher than the property. If bad weather occurs this could cause them to fall and kill someone and damage the houses **Contact:**

Enquiry No.: 1970435 **Logged by:** Verint CRM Connector **on:** 28/06/2025 18:34
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Walking down old Dalkeith road and the pavement leading down is extremely over grown causing people to struggle to walk next to one another. Also had a pram with me and numerous time had to go close to the road edge to pass with buses on the road **Contact:**

Enquiry No.: 1962642 **Logged by:** Verint CRM Connector **on:** 12/06/2025 19:55
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Obscuring sign/light.
Location:Road.
Type:Foliage / Bush
Location: Travelling north towards Cameron Toll a lot of the road signs are obscured by overgrown trees and bushes etc. They are covering vital signs to the hospital. I think this should be a priority. **Contact:**

Enquiry No.: 1958042 **Logged by:** Verint CRM Connector **on:** 03/06/2025 16:22
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Multiple potholes on speedbump outside number 11 upper craigour. **Contact:**

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

Enquiry No.: 1958041 **Logged by:** Verint CRM Connector **on:** 03/06/2025 16:21
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Pothole outside number 6 upper craigour. **Contact:**

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

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Customer Services

Enquiry No.: 1951403 **Logged by:** Verint CRM Connector **on:** 21/05/2025 15:33
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service

Desc.: Problem: Causing Obstruction.
Location:Footpath.
Type:Foliage / Bush

Location: Trees have become so overgrown that they are now hitting adult heads. The pavement here is narrow and the road fast and busy. It's increasingly difficult for pedestrians to know where to walk safely.

Contact:

The whole road needs trees cutting back from Moredunvale Road up to the B701 as it's hard to pull out of the junction, see bus numbers to signal drivers to stop and walk on the pavements at all points.

Enquiry No.: 1931509 **Logged by:** Verint CRM Connector **on:** 10/04/2025 10:02
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service

Desc.: Problem: Other.
Location:Verge / Grass area .
Type:Foliage / Bush

Location: Neighbour planting plants on the grass verge behind my fence. Then complaint to me as in trying to maintain my fence.
Is there a way I can purchase this section of land from the council please?
Many thanks

Contact:

Enquiry No.: 1892445 **Logged by:** Verint CRM Connector **on:** 25/01/2025 19:18
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service

Desc.: Problem: Other.
Location:Road.
Type:Foliage / Bush

Location: By the car park outside 45 Upper Craigour. Medium sized tree overhanging due to the effects of Storm Eowyn and about to fall. Will become obstruction to road and the cars parked.

Contact:

Enquiry No.: 1876317 **Logged by:** Verint CRM Connector **on:** 29/12/2024 10:36
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service

Desc.:

Location: Road around the triangle manhole cover has come away

Contact:

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

Job Number: 50171952 **Defect Number:** 42171901

Enquiry No.: 1876316 **Logged by:** Verint CRM Connector **on:** 29/12/2024 10:35
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service

Desc.:

Location: The speedbump heading out of the street has a huge hole forming

Contact:

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

Job Number: 50171949 **Defect Number:** 42171898

Site History Report

Effective: 01/01/2020 to 23/06/2026
 Service: Roads General
 Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
 Display Action Officer: No

Customer Services

Enquiry No.: 1861328	Logged by: Verint CRM Connector	on: 20/11/2024 16:07
Service: Roads General	Subject: Road: Defective / Damaged	Classification: Request for service
Desc.:		
Location: Drain/diver is sunken and area surrounding needs repaired	Contact:	
Plot Number: 1.00	Feature Id - Location: Whole Street	Feature Type: Road Asset
Job Number: 50170273	Defect Number: 42169771	
Enquiry No.: 1861325	Logged by: Verint CRM Connector	on: 20/11/2024 16:06
Service: Roads General	Subject: Road: Defective / Damaged	Classification: Request for service
Desc.:		
Location: The area surrounding the drain is all coming if away and holes appearing around the drain.	Contact:	
Plot Number: 1.00	Feature Id - Location: Whole Street	Feature Type: Road Asset
Job Number: 50170274	Defect Number: 42169772	
Enquiry No.: 1842598	Logged by: Verint CRM Connector	on: 09/10/2024 16:53
Service: Roads General	Subject: Trees & Foliage: Defect	Classification: Request for service
Desc.:		
Location: you cannot see buses or cars coming down from Mordun unless you step nearer the curb as the trees are so over grown you just cant see through them	Contact:	
Enquiry No.: 1833628	Logged by: Verint CRM Connector	on: 18/09/2024 18:46
Service: Roads General	Subject: Trees & Foliage: Defect	Classification: Request for service
Desc.: Problem: Causing Obstruction. Location:Footpath. Type:Foliage / Bush		
Location: OAP living in [REDACTED] having difficulties going to and from flat due to weeds and over hanging trees this has got out of control, causing major trip hazards, this is now the 3rd time contacting the council regarding [REDACTED] side garden, this needs rectified before someone gets hurt, [REDACTED] has cut there back garden but left the side garden	Contact:	
Enquiry No.: 1817822	Logged by: Verint CRM Connector	on: 17/08/2024 14:26
Service: Roads General	Subject: Trees & Foliage: Defect	Classification: Request for service
Desc.: What type of sign is it? Road sign problem, type unlit		
Location: The main sign to turn right into the hospital and the signs before that for the bio quarter and the bus stops are completely obscured by tree branches down that whole bit of Old Dalkeith Road. One hospital sign is ok but most need a big amount of cutting back of trees and so do the bus stops.	Contact:	
Enquiry No.: 1801851	Logged by: Verint CRM Connector	on: 20/07/2024 09:14
Service: Roads General	Subject: Trees & Foliage: Defect	Classification: Request for service
Desc.: Problem: Causing Obstruction. Location:Footpath. Type:Foliage / Bush		
Location: Number [REDACTED] not upkeepingthere garden very overgrown & obstructing my footpath to from door	Contact:	

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1780282 **Logged by:** Verint CRM Connector **on:** 13/06/2024 16:30
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Old Dalkeith Road Upper craigour opposite royal infirmary entrance. Pavement very overgrown with trees and bushes hard to walk it covers all Road signs for hospital and more traffic lights etc . **Contact:**

Enquiry No.: 1706607 **Logged by:** Verint CRM Connector **on:** 25/02/2024 20:18
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Holes in road **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50154086 **Defect Number:** 42149078

Enquiry No.: 1696550 **Logged by:** Verint CRM Connector **on:** 09/02/2024 18:18
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Huge potholes at junction going into shops **Contact:**

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

Enquiry No.: 1684747 **Logged by:** Verint CRM Connector **on:** 24/01/2024 14:37
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: there are two large potholes here, expanding & dangerous, outside the Kids cancer care building, please fix, thanks **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50151228 **Defect Number:** 42145173

Enquiry No.: 1673514 **Logged by:** Verint CRM Connector **on:** 08/01/2024 09:19
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Causing Obstruction.
Location:Footpath.
Type:Foliage / Bush
Location: The whole pavement around the parking bays is unwalkable which means people need to cross road behind parked cars **Contact:**

Enquiry No.: 1661211 **Logged by:** Verint CRM Connector **on:** 13/12/2023 19:17
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Large pot holes in road **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50147990 **Defect Number:** 42141878

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1661210 Logged by: Verint CRM Connector on: 13/12/2023 19:16
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:
Location: Damaged speed bump Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50147993 Defect Number: 42141881

Enquiry No.: 1661209 Logged by: Verint CRM Connector on: 13/12/2023 19:15
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:
Location: Damaged speed bump Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50147997 Defect Number: 42141885

Enquiry No.: 1655410 Logged by: Verint CRM Connector on: 04/12/2023 15:23
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:
Location: 101002143114 ref no. Contact:

The main issue, which is on the public path, directly outside my front door. So the work hasn't been carried out. I sent photos with the initial complaint.

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

Enquiry No.: 1640462 Logged by: Verint CRM Connector on: 07/11/2023 15:56
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:
Location: A drain cover has dropped and the monoblocks have slipped. The drains were cleaned a couple of weeks ago so the damage may be related to the drain cleaning. There are a lot of kids playing in this street so if the cover drops more it could be very dangerous, especially in the dark. Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50145334 Defect Number: 42191568

Enquiry No.: 1635491 Logged by: Verint CRM Connector on: 30/10/2023 13:42
Service: Roads General Subject: Pavement: Damaged / Defective Classification: Request for service
Desc.:
Location: Pavement directly outside my house is broken and also pavement at the corner of my garden. Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50144773 Defect Number: 42138400

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1616108
Service: Roads General
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Very overgrown bushes and trees from old Dalkeith road at upper graigour going up to fernieside . Hard to walk on pavement Very overgrown at pedestrian crossing.
Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect
on: 19/09/2023 10:23
Classification: Request for service
Contact:

Enquiry No.: 1608825
Service: Roads General
Desc.: Trees round this light making it very dim and unsafe during winter not sure who is responsible for this thanks
Location: OPP NO 87/89
Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect
on: 05/09/2023 08:09
Classification: Request for service
Contact:

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

Enquiry No.: 1567314
Service: Roads General
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Foliage overgrowing the pavement at pedestrian crossing. Dangerous, especially for blind people and those in wheelchairs.
Logged by: Verint CRM Connector
Subject: Trees & Foliage: Defect
on: 15/06/2023 16:12
Classification: Request for service
Contact:

Enquiry No.: 1536771
Service: Roads General
Desc.:
Location: long pothole
Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged
on: 13/04/2023 17:15
Classification: Request for service
Contact:

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

Enquiry No.: 1536769
Service: Roads General
Desc.:
Location: Potholes...there are several in this area.
Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged
on: 13/04/2023 17:14
Classification: Request for service
Contact:

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

Job Number: 50134233
Defect Number: 42125190

Enquiry No.: 1536766
Service: Roads General
Desc.:
Location: Potholes
Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged
on: 13/04/2023 17:11
Classification: Request for service
Contact:

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

Enquiry No.: 1536765
Service: Roads General
Desc.:
Location: Pothole
Logged by: Verint CRM Connector
Subject: Road: Defective / Damaged
on: 13/04/2023 17:10
Classification: Request for service
Contact:

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

Job Number: 50134234
Defect Number: 42125191

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1536763 Service: Roads General Desc.: Location: pothole	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 13/04/2023 17:09 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50134230	Feature Id - Location: Whole Street Defect Number: 42125187	Feature Type: Road Asset
Enquiry No.: 1536758 Service: Roads General Desc.: Location: Pothole	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 13/04/2023 17:07 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50134232	Feature Id - Location: Whole Street Defect Number: 42125189	Feature Type: Road Asset
Enquiry No.: 1517254 Service: Roads General Desc.: Location: Pothole at drain	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 01/03/2023 14:53 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50130932	Feature Id - Location: Whole Street Defect Number: 42120930	Feature Type: Road Asset
Enquiry No.: 1495171 Service: Roads General Desc.: Location: Massive, dangerous pothole on corner or upper craigour.	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 18/01/2023 16:10 Classification: Request for service Contact:
Plot Number: 1.00	Feature Id - Location: Whole Street	Feature Type: Road Asset
Enquiry No.: 1493170 Service: Roads General Desc.: Location: Pothole, there are a few around this junction and up the road a little.	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/01/2023 10:24 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50127697	Feature Id - Location: Whole Street Defect Number: 42116659	Feature Type: Road Asset
Enquiry No.: 1419848 Service: Roads General Desc.: Problem: Causing Obstruction. Location:Pavement. Type:Foliage / Bush Location: Bushes are blocking the pavement and obscuring the signs for RIE. Particularly difficult to get to pedestrian crossing with pushchair or wheelchair. Needs attention soon as pavement on other side of road closed due to roadworks so more footfall than usual.	Logged by: Verint CRM Connector Subject: Trees & Foliage: Defect	on: 08/08/2022 13:11 Classification: Request for service Contact:

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1415567 **Logged by:** Verint CRM Connector **on:** 31/07/2022 09:07
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Overgrown.
Location:Pavement.
Type:Foliage / Bush
Location: Old Dalkeith road as you come round from Moredunvale Road. All the way to the crossing.
Trees and bushes all obstructing the pavement, very difficult to walk with my going to the hospital. **Contact:**

Enquiry No.: 1274213 **Logged by:** Verint CRM Connector **on:** 13/11/2021 01:57
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Obscuring sign/light.
Location:Pavement.
Type:Foliage / Bush
Location: Obstructing street light **Contact:**

Enquiry No.: 1230437 **Logged by:** Verint CRM Connector **on:** 19/08/2021 17:04
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Crumbling pavement surface which has created holes and loose concrete, causing me to fall and sustain very painful injuries **Contact:**

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

Enquiry No.: 1216243 **Logged by:** Verint CRM Connector **on:** 27/07/2021 14:21
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: Entrance to Upper Craigour development, EH17. A no through road or dead-sign should be present in this location. **Contact:**

Enquiry No.: 1206786 **Logged by:** Verint CRM Connector **on:** 12/07/2021 12:23
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Overgrown.
Location:Footpath.
Type:Foliage / Bush
Location: Hedge is overgrown, resident does want to cut it back. it is becoming a trip hazard for any partially sighted person **Contact:**

Enquiry No.: 1198675 **Logged by:** Verint CRM Connector **on:** 29/06/2021 18:26
Service: Roads General **Subject:** Traffic Sign:Defective/Damaged **Classification:** Request for service
Desc.: What type of sign is it? Road sign problem, type dontknow
Location: Lots of children play out here. Most of the traffic are drivers wrongly assuming a way out to the main road. A few weeks ago we had a police chase resulting in a car crash - very luckily no children were injured - the driver was clearly not expecting a dead end. Better signage at the bottom of the road would make it a safer place for the children to play out. **Contact:**

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1192069 Service: Roads General Desc.: Location: Pothole in tarmac outside number 132.	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/06/2021 19:18 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50085458	Feature Id - Location: Whole Street Defect Number: 42071371	Feature Type: Road Asset
Enquiry No.: 1192068 Service: Roads General Desc.: Location: Two large potholes as you enter the cul-de-sac outside number 156.	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/06/2021 19:16 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50085457	Feature Id - Location: Whole Street Defect Number: 42071370	Feature Type: Road Asset
Enquiry No.: 1192067 Service: Roads General Desc.: Location: Pothole	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/06/2021 19:13 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50085456	Feature Id - Location: Whole Street Defect Number: 42071369	Feature Type: Road Asset
Enquiry No.: 1192059 Service: Roads General Desc.: Location: Several potholes on and around speed bump	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/06/2021 19:04 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50085454	Feature Id - Location: Whole Street Defect Number: 42071368	Feature Type: Road Asset
Enquiry No.: 1192058 Service: Roads General Desc.: Location: Pothole in front of junction. Several cracks/potholes on the bend prior to junction	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/06/2021 19:02 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50085452	Feature Id - Location: Whole Street Defect Number: 42071366	Feature Type: Road Asset
Enquiry No.: 1192057 Service: Roads General Desc.: Location: Sunken drain cover and several potholes around and on speed bump	Logged by: Verint CRM Connector Subject: Road: Defective / Damaged	on: 16/06/2021 19:00 Classification: Request for service Contact:
Plot Number: 1.00 Job Number: 50085451	Feature Id - Location: Whole Street Defect Number: 42071364	Feature Type: Road Asset

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1183927 **Logged by:** Verint CRM Connector **on:** 01/06/2021 15:54
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: The pavement on both Old Dalkeith Road side and Upper Craigour is very overgrown with bushes and trees that have not been cut for 2 years so very overgrown. this is restricting walking on the pavements. i hope this can be attended to as it is now a safety concern
Many Thanks

Contact:

Enquiry No.: 1179216 **Logged by:** Verint CRM Connector **on:** 23/05/2021 16:25
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: Pole now collapsed onto pavement and detached
Trip hazard for elderly and in dark
Attracting local children
Left large dangerous hole, also trip hazard

I've already reported this when it was damaged Hi Customer Contact, can you please pass onto parking to install a new pole and sign of they require. A parking restriction pole has been struck and been made safe outside number

Contact:

Enquiry No.: 1179140 **Logged by:** Verint CRM Connector **on:** 23/05/2021 13:33
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: I pole with the parking times has been knocked down lying on the pavement. This is a trip hazard

Contact:

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50084392 **Defect Number:** 42070172

Enquiry No.: 1151623 **Logged by:** Verint CRM Connector **on:** 01/04/2021 08:24
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: Outside number
It's a NO WAITING sign

Contact:

Enquiry No.: 1109987 **Logged by:** Verint CRM Connector **on:** 31/01/2021 12:15
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: Eastern pavement of Old Dalkeith Road, just south of Little France Cottages.

Contact:

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craighour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1108136 Logged by: Verint CRM Connector on: 27/01/2021 18:41
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:
Location: Road was cut across by CityFibre contractor few weeks ago, and then poorly patched. There is hole already and it looks that its getting worse (collapses) Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50073207 Defect Number: 42059851

Enquiry No.: 1093463 Logged by: Verint CRM Connector on: 03/01/2021 21:18
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:
Location: Large pothole has formed next to a speed bump near the bottom of upper craighour. Contact:

Plot Number: 1.00 Feature Id - Location: Whole Street Feature Type: Road Asset
Job Number: 50071278 Defect Number: 42058289

Enquiry No.: 1056548 Logged by: Verint CRM Connector on: 20/10/2020 16:19
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service
Desc.:
Location: Upper Craighour - this is on the road between this street and into the shops. I have burst my car tyre and damaged my alloy. I am now out of pocket and this is a major issue as someone could be seriously hurt or injured Contact:

Enquiry No.: 1054447 Logged by: Anne Fraser on: 15/10/2020 14:05
Service: Roads General Subject: Road: Defective / Damaged Classification: Request for service

Desc.: sent claim papers From: [REDACTED]
Sent: 15 October 2020 13:35
To: Clarence <Clarence@edinburgh.gov.uk>
Subject: Re: Pot hole
Good afternoon,
Thanks for the swift response. Details as requested:

[REDACTED]
7.55am 15th October 2020
Upper Craighour, at entrance to car park for Spar and Jolly chip shop

I went over a pot hole in my car this morning and have been given this email address to forward details to and make a claim against the council for costs.
I've damaged a tyre and am now having to have it changed. There is an open case regarding this pot hole, ref number 101000134130. It's on Upper Craighour, Edinburgh.
I'm currently in the garage having my winter tyres fitted as I'm unable to buy a new tyre at present. I've attached pictures of the pot hole and the damage it caused to my tyre. I also attach the invoice for this very tyre which was fitted in May. The invoice is only for the tyre, fitting was extra.
Please advise what the next steps are.
Kind regards
[REDACTED]

Sent from my iPhone

Location: Contact:

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1031749 **Logged by:** Verint CRM Connector **on:** 01/09/2020 12:30
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Large pot holes at side entrance to car park at Tino's fish takeaway, moredun Vale **Contact:**
road.

Enquiry No.: 1018908 **Logged by:** [REDACTED] **on:** 07/08/2020 15:32
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.: claim papers not sent as i have asked for address etc details From: [REDACTED]
Sent: 07 August 2020 13:22
To: Customer Care <Customer.Care@edinburgh.gov.uk>
Subject: Pot hole

I am writing in connection with a pot hole which has caused significant damage to my car to the point my car is unusable. The pot hole is postcode Eh177rz. 4 Upper craigour Edinburgh. I can see from reports online it was reported on 18/2/ 2020. I have pictures of pot hole and damage to my car which I will attach. I want advice on making a claim for damages so would be grateful if someone could get back to me as soon as possible. My contact details are as follows [REDACTED].

Location: The pot hole is postcode Eh177rz. 4 Upper craigour Edinburgh. **Contact:**

Enquiry No.: 1007446 **Logged by:** Verint CRM Connector **on:** 13/07/2020 21:36
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Wild tree on the pavement just in front of my property, 104 Upper Craigour. The roots and trunk are clearly crumbling it. It is near a gas manhole, so some safety concerns. The trunk is marked with a cross, and the whole area also signed. I did report this more than a year ago, but the tree is still there making more damage. The tree is big enough and needs removal as soon as possible. **Contact:**

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

Enquiry No.: 991640 **Logged by:** Verint CRM Connector **on:** 05/06/2020 13:26
Service: Roads General **Subject:** Trees & Foliage: Defect **Classification:** Request for service
Desc.: Problem: Causing Obstruction.
Location:Pavement.
Type:Foliage / Bush
Location: The eastern side of Old Dalkeith Road. Immediately north of recycling centre junction, and then at a couple of points towards the cemetery. **Contact:**

Enquiry No.: 987063 **Logged by:** Verint CRM Connector **on:** 20/05/2020 13:58
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Navy Peugeot abandoned with four flat tyres been there a while **Contact:**

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

Enquiry No.: 962321 **Logged by:** Verint CRM Connector **on:** 18/02/2020 15:31
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: large pothole at entrance next to gas governor **Contact:**

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

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 958232 **Logged by:** Verint CRM Connector **on:** 11/02/2020 13:22
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Large pothole at entrance to SPAR car park outside new children's cancer charity building.
Contact:

Clearly caused by large delivery trucks daily to SPAR

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		
50071278	Cw pothole at manhole (RD: CW Pothole)	Upper Craigour at 39	RD: Cat 2 - 5 Day	RD: Made Safe Job Complete	05/01/2021	06/01/2021	Act. ROAD/82043014
50084392	Uplift pole and infill fw pothole (RD: Unlit Sign Damaged/Missing)	East side of 40 upper craigour	RD: Cat 3 - 60 Day	Job Complete	01/06/2021	11/06/2021	Act. ROAD/82050435
50085451	Cw potholes marked on site x5 (RD: CW Pothole)	Upper craigour at 11	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	17/06/2021	18/06/2021	Act. ROAD/82051052
50085452	Cw pothole marked on site (RD: CW Pothole)	Upper craigour at 35	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	17/06/2021	18/06/2021	Act. ROAD/82051053
50085454	Cw potholes marked on site x2 (RD: CW Pothole)	Upper craigour at 32	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	17/06/2021	18/06/2021	Act. ROAD/82051054
50085456	Cw pothole marked on site (RD: CW Pothole)	Upper craigour at 177	RD: Cat 3 - 60 Day	Job Complete	17/06/2021	18/06/2021	Act. ROAD/82051055
50085457	Cw pothole marked on site (RD: CW Pothole)	Upper craigour lp 38	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	17/06/2021	18/06/2021	Act. ROAD/82051056
50085458	Cw pothole marked on site (RD: CW Pothole)	Upper craigour at lp40 / 132.	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	17/06/2021	18/06/2021	Act. ROAD/82051057
50087629	x3 potholes at entrance to cclasp. Make safe with HRA. x2 potholes within track at entrance to cclasp. Overlay small rutted section on FW. (RD: CW Pothole)	At entrance to cclasp.	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	19/07/2021	19/07/2021	Act. ROAD/82052089
50087630	x2 FW potholes. (RD: FW HRA Pothole)	Outside 26 at entrance to car park.	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	19/07/2021	19/07/2021	Act. ROAD/82052090
50127697	Cw pothole x2 Road: Defective / Damaged (Enquiry 1493170) (RD: CW Pothole)	Upper craigour outside 35	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	27/01/2023	06/02/2023	Act. ROAD/82071875
50130932	Cw x 1 pothole Road: Defective / Damaged (Enquiry 1517254) (RD: CW Pothole)	Outside of number 79	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	02/03/2023	03/03/2023	Act. ROAD/82073733

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

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	
50134230	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536763) (RD: CW Pothole)	Outside of number 11	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/04/2023	14/04/2023	Act. ROAD/82075766
50134232	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536758) (RD: CW Pothole)	Outside of 8 at speed bump	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/04/2023	14/04/2023	Act. ROAD/82075768
50134233	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536769) (RD: CW Pothole)	Outside of number 18	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/04/2023	14/04/2023	Act. ROAD/82075769
50134234	Cw x1 pothole Road: Defective / Damaged (Enquiry 1536765) (RD: CW Pothole)	At the junction with Upper Craigour Way	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/04/2023	14/04/2023	Act. ROAD/82075770
50144773	Tree roots damage FW 2 x 3 patch required, HRA (white chip) (RD: FW Tree Root Tar)	Outside of 95	RD: Cat 4 - Programmed	RD: Made Safe Job Complete	31/10/2023	04/12/2023	Act. ROAD/82082273
50147990	Cw x2 potholes Road: Defective / Damaged (Enquiry 1661211) (RD: CW Pothole)	Outside of number 37	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/12/2023	15/12/2023	Act. ROAD/82083992
50147993	Cw x1 pothole Road: Defective / Damaged (Enquiry 1661210) (RD: CW Pothole)	Speed bump	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/12/2023	15/12/2023	Act. ROAD/82083995
50147997	Cw x1 pothole (speed bump) Road: Defective / Damaged (Enquiry 1661209) (RD: CW Pothole)	Outside of 203	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	14/12/2023	15/12/2023	Act. ROAD/82083999
50151228	Cw x4 potholes Road: Defective / Damaged (Enquiry 1684747) (RD: CW Pothole)	Outside the entrance to the Cclasp centre	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	25/01/2024	08/02/2024	Act. ROAD/82086131
50154086	Cw x1 pothole Road: Defective / Damaged (Enquiry 1706607) (RD: CW Pothole)	At the junction with Upper Craigour Way	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	26/02/2024	13/03/2024	Act. ROAD/82088141
50170273	Pot hole at gully (RD: CW Pothole)	Opposite no 201	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	22/11/2024	25/11/2024	Act. ROAD/82098758
50170274	Pothole at manhole (RD: CW Pothole)	Outside no207	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	22/11/2024	25/11/2024	Act. ROAD/82098759
50171949	1 no pothole (RD: CW Pothole)	Outside no 11 at speedhump	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	30/12/2024	30/12/2024	Act. ROAD/82100022
50171952	No 1 pothole (RD: CW Pothole)	Opposite lamppost uan1 around manhole opposite no 26	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	30/12/2024	30/12/2024	Act. ROAD/82100024
50191370	No 1 pothole (RD: CW Pothole)	Outside no 5	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	09/02/2026	10/02/2026	Act. ROAD/82114000
50191374	No 1 pothole (RD: CW Pothole)	Outside no 79	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	09/02/2026	10/02/2026	Act. ROAD/82114003
50191378	Sunken gully (RD: Gully Damaged/Sunken)	20 m north of lamppost UAN29	RG: Gully - Standard Priority	Job Complete	09/02/2026	24/02/2026	Act. ROAD/82114007

Site History Report

Effective: 01/01/2020 to 23/06/2026
Service: Roads General
Site: Upper Craigour (7904399)

Asset Number: 1.00 to 9.00
Display Action Officer: No

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	
50191388	No 1 pothole (RD: CW Pothole)	Outside no 132	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	09/02/2026	10/02/2026	Act. ROAD/82114014
50191396	Mono blocks raised / sinking around a BT box on dropped kerb footpath... box will need reset also (RD: FW Blocks Dislodged/Loose)	Outside no 100 upper craigour	RD: Cat 3 - 60 Day	Job Complete	09/02/2026	16/04/2026	Act. ROAD/82114022
50194373	No 1 pothole (RD: CW Pothole)	Outside driveway at no 8!	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	23/03/2026	25/03/2026	Act. ROAD/82116451
50195634	5 no potholes (RD: CW Pothole)	At entrance to no 4 at lamppost UAN10	RD: Cat 3 - 60 Day	RD: Made Safe Job Complete	21/04/2026	21/04/2026	Act. ROAD/82117464