

Reporting

Enquiry Trace Form

Enquiry Number 2095171
Logged Date 14 Feb 2026 17:18
Logged Byfirst Name Scott
Service Accident Claims (All Services)
Subject Accident Claim Roads/Lighting
Classification Accident Claim
Description
Site Saughton Road North
Area North West Locality
Ward 06-Corstorphine/Murrayfield
Location

It's right beside the island crossing at the shops. It's unmissable, gaping hole in the road.

Linked Customers

Customer Number 2082056
Time 14 Feb 2026 17:18
Method Web
First Name 
Last Name 
Their Customer Reference

Status History

Log Number	Effective	Status	Notes
2	16 Feb 2026 10:32	Enquiry Raised	Claim form sent 16/02/2026
1	14 Feb 2026 17:18	Enquiry Raised	
3	19 Feb 2026 17:16	Enquiry Raised	
7	20 Feb 2026 19:48	Job Scheduled	Job 50192445 - Job Scheduled
5	20 Feb 2026 14:00	Job Committed	Job 50192445 - Job Committed
6	20 Feb 2026 14:01	Job Committed	Defect raised
4	20 Feb 2026 13:59	Job Identified	Job 50192445 - Job Raised

Log Number	Effective	Status	Notes
8	21 Feb 2026 04:27	Resolved: Job Complete	Job 50192445 - RD: Made Safe Job Complete
9	21 Feb 2026 04:27	AC: Investigation Started	Subject changed from "Roads General / Road: Defective / Damaged (ROAD/R080)" to "Accident Claims (All Services) / Accident Claim Roads/Lighting (ACC/ACRL)". Job 50192445 - RD: Made Safe Job Complete
10	19 May 2026 17:33	AC: Investigation Complete	
11	20 May 2026 15:13	AC: Sent to Claim Handlers	Claim Ref: TPT5000513

Documents

Document



Document Description
Modified Date

Confirm Image Upload
14 Feb 2026 17:18

Document



Document Description

Confirm Image Upload

Modified Date

14 Feb 2026 17:18

Document



Document Description

AC Folder

Modified Date

21 Feb 2026 11:09

Document



Document Description
Modified Date

Confirm Image Upload
14 Feb 2026 17:18