

Enquiry Trace Form - Preview

Enquiry: 2199870	Logged by: Verint CRM Connector	on 19/08/2026 16:38
Service: Roads General		Classification: Customer Emergency
Subject: Pavement: Missing Slab / Kerb		
Desc.: From: [REDACTED] Date: Wednesday, 19 August 2026 at 18:19:22 To: <customer.care@edinburgh.gov.uk> Subject: Pavement Issue Report: 102000587442		
Hi I reported an accident I had on 13th August near the Covenanter's Memorial in Grassmarket today (see number above) and the map location didn't register properly (my bad I'm sure!). Here is the correct location map reference: https://maps.app.goo.gl/uSQqCeS1rHhdepAm7?g_st=ic Please amend the report. I reattach the photo of the unseen step I fell over on [REDACTED]. [REDACTED] Many thanks [REDACTED]		
Site: Grassmarket (7901825), Old Town, Edinburgh, City of Edinburgh Site Address: Grassmarket Location: At approximately 6pm on 13 August 2026 I fell at an unseen change in level [REDACTED] I was accompanied by [REDACTED] who were walking with me and witnessed the incident and/or its immediate aftermath and can provide independent witness accounts as required. [REDACTED]		
Area: South East Locality Ward: 11-City Centre		
Customer: 2186645	Time: 19/08/2026 16:38	Method: Web
Name: [REDACTED]	Mobile: [REDACTED]	Email: [REDACTED]
Address: [REDACTED]		
Current Status:		
No. Effective	Status	Officer
3 21/08/2026 10:55:27	No Actionable Issue	[REDACTED]
Notes: claim form sent 21.08.26		
Status history:		
No. Effective	Status	Officer
2 20/08/2026 12:42	No Actionable Issue	[REDACTED]
1 19/08/2026 16:38	Enquiry Raised	[REDACTED]
Revised Status:		

Name : Signed : Date : Time :