

Enquiry Trace Form - Preview

Enquiry: 30702829	Logged by: [REDACTED]	on 12/10/2017 12:33								
Service: Roads General Classification: Request for service Subject: Pavement: Damaged / Defective Desc.: Dear [REDACTED] Thank you for your email with the response from the Council about the Grass Market pavement hazard. I am most grateful to you for the efforts you have made to chase the Council on this matter. The Council's spokesman has misunderstood the basis of my complaint and does not seem to have studied the photographs I attached to my email. I would be glad to write to the individual responsible at the Council if I may first have his/her name and email address. Meantime you might choose to forward the following to the person concerned. "I am well aware that the level of the Grass Market's paved area falls progressively from east to west. On reaching the point a few yards from the approach to the pedestrian crossing the flagstones do not drop and flatten out but leave a shallow step of only a few centimetres but proud enough to create a dangerous hazard especially for elderly people with mobility problems. When one approaches the pedestrian crossing intending to continue up Candlemaker Row as I was, this shallow step is not apparent and looks like a continuous pavement level. When approaching from the reverse direction having negotiated the crossing the shallow step might be more easily seen but it is still a hazard. The above is clearly shown in my photographs for both directions. How simple it would be to paint the edge of this shallow step with a high vis yellow colour or similar to give walkers a useful warning. The "feature" referred to has nothing to do with the matter under examination which is confined to the basic pavement area. Thank you again Ian. With good wishes [REDACTED]										
Site: Grassmarket (7901825), Old Town, Edinburgh, City of Edinburgh Site Address: Grassmarket Area: South East Locality Location: FW: DANGEROUS Pavement hazard at Grass Market - Ward: 11-City Centre										
Customer: 30702948 Name: [REDACTED] Address: [REDACTED]	Time: 12/10/2017 12:33 Method: Email Telephone: [REDACTED] Alternate: [REDACTED] Email: [REDACTED]									
Current Status: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">No. Effective</th> <th style="width: 25%;">Status</th> <th style="width: 25%;">Officer</th> <th style="width: 25%;">Follow up Date</th> </tr> </thead> <tbody> <tr> <td>5 17/10/2017 16:53:40</td> <td>Enquiry Resolved</td> <td>[REDACTED]</td> <td></td> </tr> </tbody> </table>			No. Effective	Status	Officer	Follow up Date	5 17/10/2017 16:53:40	Enquiry Resolved	[REDACTED]	
No. Effective	Status	Officer	Follow up Date							
5 17/10/2017 16:53:40	Enquiry Resolved	[REDACTED]								

Enquiry Trace Form - Preview

Status history:

No.	Effective	Status	Officer	Notes
4	17/10/2017 16:53	Enquiry Raised		Good afternoon , I had recently replied to a regarding this issue. Please see the response below. This enquiry has been passed to myself as I am part of the City Centre Road Services Team. I don't exactly have a history of this defect being relatively new to the team, however I was speaking with the Senior Team Leader who has been dealing with the issue. has been out and inspected the suggested defect and has determined the following: • There is a clear delineation due to the change in colour of stone as per design to indicate that there is a step. • There is at 40mm upstand at its shallowest point which is clearly visible. We are therefore unfortunately not progressing the idea of painting the steps yellow at this time. This is really not in keeping with the area of the Grass Market and a World Heritage Site. is however, looking at a strategic placement of some litter bins that will draw attention to the steps. If you have any comments please lets us know. Kind Regards If I can be of any further help please let me know.
3	17/10/2017 16:52	Enquiry Raised		

Enquiry Trace Form - Preview

Status history:			
No.	Effective	Status	Officer
2	17/10/2017 16:52	Enquiry Raised	
			Good afternoon , I had recently replied to a regarding this issue. Please see the response below. This enquiry has been passed to myself as I am part of the City Centre Road Services Team. I don't exactly have a history of this defect being relatively new to the team, however I was speaking with the Senior Team Leader who has been dealing with the issue. has been out and inspected the suggested defect and has determined the following: • There is a clear delineation due to the change in colour of stone as per design to indicate that there is a step. • There is at 40mm upstand at its shallowest point which is clearly visible. We are therefore unfortunately not progressing the idea of painting the steps yellow at this time. This is really not in keeping with the area of the Grass Market and a World Heritage Site. is however, looking at a strategic placement of some litter bins that will draw attention to the steps. If you have any comments please lets us know. Kind Regards If I can be of any further help please let me know.
1	12/10/2017 12:33	Enquiry Raised	

Revised Status:

Name : Signed : Date : Time :