

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: A
Date: 13 June 2025 15:15:37
Attachments: [image015.jpg](#)

Thanks [REDACTED]

Emails you can contact in my absence are

buildingstandards.siteinspections@edinburgh.gov.uk or
buildingstandards.majorapplications@edinburgh.gov.uk

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: 13 June 2025 14:14
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: A

[REDACTED]

See photo below of new brick at plot 54 blow off.

Regards [REDACTED]

From: [REDACTED]
Sent: 13 June 2025 14:10
To: [REDACTED]
Subject: A

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 22/02508/WARR - North Four
Date: 02 February 2026 15:39:00

Good Afternoon [REDACTED]

I am looking for an update regarding the North Four site. We have had a report from a homeowner regarding drainage issues such as connecting the foul drainage into the surface water drainage and dips in drainage resulting in standing foul water.

Can you please clarify:

- What has happened regarding the drainage,
- What plots have been affected,
- The remedial work, which is to be carried out,
- The time frame for the remedial works.

Kind Regards,

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Updated: Request for HSE Investigation
Date: 15 July 2026 17:27:57

From: [REDACTED]
Sent: 09 February 2026 10:35
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Updated: Request for HSE Investigation – Serious Drainage Defects, Restricted Information Flow, and Public Health Risk at New Build Estate, Edinburgh

Hi [REDACTED]

It may be that the SNPEF certifier is the one that has been struck off so we will check that too. I remember a conversation before I went away with someone about a sewer issue on site. It turned out it was a Scottish Water issue though and not in the site itself. I just can't find any email annoyingly.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 09 February 2026 10:06
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Updated: Request for HSE Investigation – Serious Drainage Defects, Restricted Information Flow, and Public Health Risk at New Build Estate, Edinburgh

Hi [REDACTED]
Can you pick the issue below up with [REDACTED] please.

I've called [REDACTED] just now and left a voice mail message for her to call me. When she calls back I'll advise that we are looking into the matter and that [REDACTED] will be in touch once we have understood what the issue is and how it is to be resolved. Thinking next steps is chasing developer for update, depending on response we receive, reporting the issue to SNPEF to see if they can assist in resolution (unless the site are dealing with it properly).

Thanks

[REDACTED]

From: [REDACTED]

Sent: 02 February 2026 13:28

To: [REDACTED]

Subject: RE: Updated: Request for HSE Investigation – Serious Drainage Defects, Restricted Information Flow, and Public Health Risk at New Build Estate, Edinburgh

Hi [REDACTED]

I've not been called out to the site since November. This might explain why.

I have been unaware of any drainage issues for the site all properties for above and below ground drainage have been signed off with a Certificate of Construction.

Kind Regards,

[REDACTED]

From: [REDACTED]

Sent: 02 February 2026 09:35

To: [REDACTED]

Subject: FW: Updated: Request for HSE Investigation – Serious Drainage Defects, Restricted Information Flow, and Public Health Risk at New Build Estate, Edinburgh

Morning [REDACTED]

Do you know anything about the drainage issues at this development (22/02508/WARR).

Looks like there is a Cert of Con for drainage?

Thanks

[REDACTED]

From: Building Standards Site Inspections

<buildingstandards.siteinspections@edinburgh.gov.uk>

Sent: 02 February 2026 09:29

To: [REDACTED]

Subject: FW: Updated: Request for HSE Investigation – Serious Drainage Defects, Restricted Information Flow, and Public Health Risk at New Build Estate, Edinburgh

Hi [REDACTED]

Please see below.

22/02508/WARR

Kind Regards

[REDACTED]

From: [REDACTED]

Sent: 31 January 2026 00:27

To: [REDACTED]

Cc: Building Standards Site Inspections <buildingstandards.siteinspections@edinburgh.gov.uk>

Subject: Updated: Request for HSE Investigation – Serious Drainage Defects, Restricted Information Flow, and Public Health Risk at New Build Estate, Edinburgh

Dear [REDACTED]

I am submitting the attached letter to formally request the Health & Safety Executive's assistance in investigating serious drainage defects and associated public health risks at a new build housing development in Edinburgh.

The issues involve confirmed sewage contamination, multiple affected properties, prolonged rehousing, and concerns about inadequate communication of health and safety risks to residents. My [REDACTED], has been displaced for over nine weeks as a result.

I have exhausted internal complaint routes with the developer and builder and have also contacted the NHBC, without receiving any substantive response. Given the potential risk to health and safety for multiple households, I am seeking HSE's urgent review and guidance.

Please confirm receipt of this submission and advise on any next steps or further information required.

Kind regards,

[REDACTED]

Dear Sir or Madam,

I am writing to formally request the assistance of the Health & Safety Executive in investigating a serious and ongoing health and safety issue affecting multiple homeowners on a new build housing estate in Edinburgh.

I am [REDACTED], and I am the owner of a new build property at [REDACTED] purchased from Urban Union and constructed by Robertson Construction Group. I was forced to vacate this property and have now been decanted for over nine weeks due to a major drainage defect that rendered the property unfit for habitation.

Independent contractor inspections and CCTV surveys have confirmed the following

serious defects, all of which existed prior to completion of the property:

- The foul drainage run from the rear rodding eye to the front DC chamber contains a significant dip, resulting in standing foul water and restricted flow.
- Foul drainage from a neighbouring property has been incorrectly connected into my surface water (storm) drainage system, allowing sewage to enter surface water drainage.
- These defects create an ongoing risk of contamination, sewage exposure, and harm to health.

These findings are evidenced by CCTV surveys carried out on 9, 14 and 23 October 2025, contractor reports, photographs, drainage drawings, and extensive written correspondence.

As a result of these conditions, my family has been exposed to sewage odours and unsafe environmental conditions. During this period, I have suffered ongoing stress and anxiety, my son (who has Chiari malformation, PTSD and autism traits) has experienced significant impacts to his health and wellbeing, and my two-year-old daughter has suffered repeated chest, ear and throat infections requiring antibiotic treatment. Medical records are available.

I am currently being housed by the builders in a temporary property elsewhere on the same estate. This accommodation is also a new build property of similar construction. I am extremely concerned that the same or similar drainage defects may exist there, placing my family at further risk. I have received no reassurance, inspection reports, or confirmation that this temporary property is free from the same issues affecting my own home.

Despite repeated attempts to resolve matters directly, I have received no meaningful response. I have written to:

- The Chief Executive Officer of Urban Union
- The company's complaints department
- The NHBC, notifying them of the defects and the rehousing situation

To date, I have received no substantive reply from any of these parties.

I have also recently become aware that several other properties on the same estate are affected by the same drainage defects. In December 2025, other homeowners were informed by Urban Union that they may be required to vacate their homes to allow remedial works to be undertaken. This indicates a wider, systemic failure in drainage design and/or construction across the development.

Given the seriousness of these matters, I am extremely concerned about:

- Ongoing risks to health and safety for residents, including children and vulnerable

occupants

- Potential breaches of building regulations and construction standards
- The apparent absence of timely remedial action despite known contamination risks
- The impact on multiple households across the estate

I am therefore formally requesting that the Health & Safety Executive investigate:

- The drainage design and installation across this development
- Whether the identified defects constitute a risk to health under relevant health and safety legislation
- Whether appropriate and timely action has been taken by those responsible once the defects were identified

I can provide, upon request, a detailed timeline of events, CCTV reports, contractor evidence, correspondence, and medical documentation.

This matter is urgent. My family remains displaced, I am fearful of further exposure to unsafe conditions, and I am deeply concerned that residents may be continuing to occupy properties that pose a serious risk to health and safety.

o

Thank you for your consideration. I would be grateful for confirmation that this matter is being reviewed and for details of any next steps.

Yours sincerely,

A grey rectangular box used to redact the signature of the sender.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 22/02508/WARR - North Four
Date: 11 February 2026 18:06:17

Hi [REDACTED]

Can you send a holding email to the person who has contacted us and advise that you are liaising with the site to obtain the facts and will be carrying out a site inspection and will revert to them as soon as you are able to provide a suitable update or something along those lines. I don't want the customer to feel like we are ignoring them in the meantime.

It is likely that we have no input and it will fall to the warranty provider, the developer and Scottish Water. But once we carry out the inspection we will be more sure.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 11 February 2026 17:11
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: 22/02508/WARR - North Four

Hi [REDACTED]

Just had an update regarding the site with the drainage issues. I have gone back to them to arrange a meeting on site for Friday the 20th of February.

Annoyingly they have said there are issues with the underground drainage relating to several plots. I am hoping to find out in the meeting which plots have been affected and what the timescale is for each plot. I am hoping that October 2026 mentioned below is the public sewer timescale.

I want to delay contacting SNIPEF at the moment until after I have the meeting on site and know the full extent such as how many plots are affected and what is the timescale for fixing the issue to each plot. Once I know the full extent and timescales, I can then discuss with you what I have learned.

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: 11 February 2026 10:54
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 22/02508/WARR - North Four

Hi [REDACTED]

Thank you for your email. The surface water main drainage replacement works relate to the principal surface water infrastructure serving the development. These works are with the individual disconnecting manholes and outwith the curtilage of the individual plots.

Separately, the foul drainage issues identified relate to incorrectly installed disconnecter manholes and associated pipework within individual plot boundaries. These are plot-level matters and are being addressed on a plot-by-plot basis, with removal and reinstatement to the correct levels before reconnecting to the foul main.

We are engaging with Scottish Water in relation to the main drainage infrastructure works for the Vesting. Upon completion and acceptance of those works, certificate of compliance will be obtained from Scottish Water and can be shared with you.

Would you have availability during the week commencing 16th February to attend site with myself and Colin for a discussion around the remedial strategy and programme? We can accommodate to suit your diary.

Regards

[REDACTED]

From: [REDACTED]
Sent: 09 February 2026 13:59
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 22/02508/WARR - North Four

Good Afternoon [REDACTED]

Thank you for the response. Can you confirm that all drainage work that is to be replaced/ fixed is beyond the disconnecting manhole and out with the curtilage of each plot.

Will you be working with Scottish Water in order to resolve this issue? If so can written confirmation from Scottish Water be provided once the drainage has been fixed and that they declare that the works are compliant with current regulations.

I will get in touch with Ian to arrange a site visit in order to have a discussion about the programmes of work.

Kind Regards,

[Redacted]

From: [Redacted]
Sent: 06 February 2026 12:50
To: [Redacted]
Cc: [Redacted]
Subject: 22/02508/WARR - North Four

Hi [Redacted]

Further to your email to Ian Whitelaw on 2nd February regarding North Four, please find following clarification to the questions you had about the site.

During our main line drainage survey works in advance of final road surfacing it was highlighted that the surface water main drainage pipework (greater than 450mm diameter) was incorrectly installed in relation to the pipe specification, the remedial action for this will result in the affected surface water main drainage line being replaced across the development. This will involve excavation down to the pipe level, removal of the as-laid main line pipework and subsequent replacement with specification compliant pipework whilst also reconnecting the outlets to the main line.

Unrelated to the surface water drainage, issues we were notified to us in relation to a foul drainage concern at Plot 54 (the complainant), we identified an issue with the disconnector manhole and associated pipework leading to the foul main line which had been contributory to the complaint raised. I can confirm this issue does not relate to any foul pipework being connected to the surface water drainage system, it is a levels issue and needs to be addressed. Subsequent to this, it has led to a wider foul drainage inspection across the development which investigations have identified that we have issues with the installation of the disconnectors generally which will require replacement to the correct level and subsequent reconnection to the main foul drainage line. The final surveys are currently being reviewed, once reviewed this will allow us to confirm the exact scope of works to address the foul drainage concerns. Works are currently underway aligned with the surveys reviewed to date, our initial programme indicates these works could continue through to October 2026, however, this will become clearer once all the surveys are completed and the full extent of the remedial requirements are confirmed.

We would welcome you to attend to site for an informal discussion to share our programme of works, as it currently stands, and to show you the works that are currently progressing. Please contact me (details below) to arrange a convenient time for you to attend.

We are committed to completing these remedial works as effectively and efficiently as possible.

Regards

[Redacted]

From: 
To: 
Subject:
Date: 20 February 2026 18:08:51
Attachments: [shield-advisory.png](#)
[chevron-light.png](#)

☐ External email ☐

Hi 

I hope you are well.

I was wondering was it today you attended the site visit?

Urban Union / Robertson Construction Pirnhall Close Edinburgh EH4 4XA

Kind regards



From: [REDACTED]
To: [REDACTED]
Subject: RE: 22/02508/WARR - North Four
Date: 23 February 2026 14:07:15
Attachments: [image002.png](#)
[image003.png](#)
[Drainage concerns.msg](#)

Thanks [REDACTED]

Can you respond to the email from one of the owners [REDACTED] [REDACTED] is the one I previously emailed (attached)

Just need to give [REDACTED] the headlines, ie,

- Our powers to rectify defects post CC are limited.
- Site have confirmed what plots need fixed and the time frame they expect to have completed this by

[REDACTED] short nuggets of info is preferred by [REDACTED] rather than long paras, so keep that in mind with your reply.

[REDACTED]

From: [REDACTED]
Sent: 20 February 2026 13:13
To: [REDACTED]
Subject: 22/02508/WARR - North Four

Good Afternoon [REDACTED]

I just want to give you a summary of my site visit to discuss the drainage issue on site.

I spoke to the site manager [REDACTED], he informed me that the drainage certifier of constructor CHAPS (GB) Ltd - The Bakery, 10 Greenlees Road, Cambuslang, Glasgow, G72 8JJ are no longer trading and are not working on site.

The company W H Malcolm will be rectifying the issues along with Scottish Water.

Plots 44, 50, 52, 54, 55, 57 and 62 were noted to have incorrect invert levels at the disconnecting manholes. The first homeowner we received an email from was Plot 54, the second homeowner was Plot 29.

WH Malcolm have carried out a survey on all plots and Robertsons hope to have a report back to them by March.

They reckon that it will take 4 days each to fix the drainage to each plot however in order to do this safely they require people to move out the property for each block.

The estimate is to have all works completed by October.

We should be receiving new certificates for the drainage work carried out.

Plots 81 – 94 have yet to receive a Completion Certificate.

Plots 15-27 foul drainage connects to the existing sewer on Muirhouse Green. The rest of the plots all connect to the new public sewer which there are issues with which Scottish Water and W H Malcolm are to fix.

I think we should notify SNIPEF of the drainage issue even if the drainage certifier might no longer be trading. I am also going to get back in touch with the site manager in March in order to get an update.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Drainage concerns
Date: 27 February 2026 15:20:32

Good Afternoon [REDACTED]

The report which was mentioned is being created by Robertson's and/ or their Subcontractor for drainage. The City of Edinburgh Council does not have any input in what information this report contains.

I should also make clear that March is an estimated timescale that we were told, we don't have any control over this timescale.

Once we receive a copy of this report, we would require Robertson's to give us permission share it. It is probably best that you liaise with Robertson's in order to obtain a copy or they might be able to condense the information in the report to be more plot specific.

As the drainage for this site was installed by a Certifier of Construction, we do not have records of previous drainage reports, surveys, and investigations. As the contractor was self-certified. Again, this is information you will need to obtain from Robertson's or Scottish Water if it is related to the public sewer.

As verifiers of Warrantable work our inspections are based on reasonable enquiry, measuring of invert levels to manholes and inspecting public drainage falls out with our remit.

You are welcome to view the drawings for the Building Warrant at our Plan Store, who are contactable via PlanStoreRecords@edinburgh.gov.uk
<https://www.edinburgh.gov.uk/building-warrant-records/building-standards-plan-store>

The Warrant reference number is 22/02508/WARR.

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: 24 February 2026 06:34
To: [REDACTED]
Subject: Re: Drainage concerns

Dear [REDACTED],

I hope you are well.

Thank you for your update regarding the discussions with Robertson's in relation to the drainage issues at the North Four site.

Given the seriousness of the matters identified — particularly the incorrect invert levels and the wider public sewer concerns — I would formally request a full copy of the new drainage survey report once it is completed in March.

I would also like to request copies of all previous drainage reports, surveys, investigations, and findings relating specifically to my property at [REDACTED].

For clarity, I would be grateful if the report provided includes:

- Plot-specific findings relating to my property
- Full details of the identified defects
- Proposed remedial works
- Confirmation of when the work will be carried out on my property
- Confirmation that the ground floor will be excavated as required to properly rectify the drainage defect system

Given the continued impact on my home and family, I require full visibility of the technical assessment and proposed resolution. Can you request all these reports for me please I would greatly appreciate this.

Have a great day

Kind regards,

[REDACTED]

On Mon, 23 Feb 2026, 18:10 [REDACTED] [@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)> wrote:

Good Evening [REDACTED]

I would like to update you with a summary of the discussions that I had with the contractor Robertson's last week for the North Four Site.

- They informed me that there have been several plots including yours which were noted to have incorrect invert levels at the disconnecting manholes.
- There are also issues with the main public sewer which affects the majority of the

houses on the site. Robertson's are working with Scottish Water to fix.

- A new drainage contractor has carried out a survey for the entire site, which a report is to be produced by March. I have requested Robertson's to provide us with a copy of this report.
- Unfortunately, in order to fix the disconnecting manholes, the occupiers of the affected homes and the adjoining neighbours in the block of houses will need to vacate their properties whilst the work is being undertaken for health and safety reasons.
- The estimated timescale for all the drainage work to be rectified is October this year.
- I have discussed with my line manager, and it was agreed that we will raise the issue with SNIPEF, who is the governing body of the drainage certifier
- I have requested Robertson's to keep me up to date with the ongoing work relating to the drainage.

I hope the above summary is useful. If you require any further clarification on the above points, please let me know.

Kind Regards,

[Redacted]

From: [Redacted]
Sent: 12 February 2026 17:03

To: [Redacted]

Cc: [Redacted]

[Redacted]

Subject: Drainage concerns

Hi [Redacted]

Good to talk with you on the 'phone.

As I mentioned:

- The Council have limited enforcement powers to take where a Completion Certificate has been accepted for a new house and afterwards, a defect is found.
- We have began discussions with the contractor to understand what has happened here, what drainage is affected and the proposed resolution.
- We are attending the site next week to continue the discussions with the developer.
- The drainage for this site was installed by a Certifier of Construction and we may raise the issue with the body (SNIPEF) who governs the certifier for this site.

There are two organisations that aim to assist new homeowners where things go wrong. I've provided links to both below. You may wish to consider contacting either or both organisations.

[Home - Consumer Code](#)

[Home | NHQS](#)

I trust the above is helpful and please let me know if any clarification is required.
Kind regards



From: [REDACTED]
To: [REDACTED]
Subject: FW: Drainage concerns
Date: 27 February 2026 11:46:32
Attachments: [image003.png](#)
[image004.png](#)

[REDACTED]

I think I mentioned GDPR but maybe best just to say we would need the permission of Robertson's to share the report with you and it may be advisable for her to liaise with them directly.

I note [REDACTED] email so will leave you to respond on that one.

I also have your personal statement so thanks for that. I will have a look as soon as possible.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 24 February 2026 15:48
To: [REDACTED]
Subject: RE: Drainage concerns

Hi [REDACTED]

See email below that I intend to send out.

.....

Good Afternoon [REDACTED]

The report which was mentioned is being created by Robertson's and/ or their Subcontractor for drainage. The City of Edinburgh Council does not have any input in what information this report contains.

I should also make clear that March is an estimated timescale that we were told, we don't have any control over this timescale.

Once we receive a copy of this report, we would not be able to provide you with a copy due

to GDPR. It is Robertson's you will need to liaise with in order to obtain a copy.

As the drainage for this site was installed by a Certifier of Construction, we do not have records of previous drainage reports, surveys, and investigations. As the contractor was self-certified. Again, this is information you will need to obtain from Robertson's or Scottish Water if it is related to the public sewer.

As verifiers of Warrantable work our inspections are based on reasonable enquiry, measuring of invert levels to manholes and inspecting public drainage falls out with our remit.

You are welcome to view the drawings for the Building Warrant at our Plan Store, who are contactable via PlanStoreRecords@edinburgh.gov.uk
<https://www.edinburgh.gov.uk/building-warrant-records/building-standards-plan-store>

The Warrant reference number is 22/02508/WARR.

Kind Regards,

[Redacted]

From: [Redacted]
Sent: 24 February 2026 06:34
To: [Redacted]
Subject: Re: Drainage concerns

 External email 

Dear [Redacted]

I hope you are well.

Thank you for your update regarding the discussions with Robertson's in relation to the drainage issues at the North Four site.

Given the seriousness of the matters identified — particularly the incorrect invert levels and the wider public sewer concerns — I would formally request a full copy of the new drainage survey report once it is completed in March.

I would also like to request copies of all previous drainage reports, surveys, investigations, and findings relating specifically to my property at [Redacted]

For clarity, I would be grateful if the report provided includes:

- Plot-specific findings relating to my property
- Full details of the identified defects
- Proposed remedial works
- Confirmation of when the work will be carried out on my property
- Confirmation that the ground floor will be excavated as required to properly rectify the drainage defect system

Given the continued impact on my home and family, I require full visibility of the technical assessment and proposed resolution. Can you request all these reports for me please I would greatly appreciate this.

Have a great day

Kind regards,

[REDACTED]

On Mon, 23 Feb 2026, 18:10 [REDACTED] wrote:

Good Evening [REDACTED]

I would like to update you with a summary of the discussions that I had with the contractor Robertson's last week for the North Four Site.

- They informed me that there have been several plots including yours which were noted to have incorrect invert levels at the disconnecting manholes.
- There are also issues with the main public sewer which affects the majority of the houses on the site. Robertson's are working with Scottish Water to fix.
- A new drainage contractor has carried out a survey for the entire site, which a report is to be produced by March. I have requested Robertson's to provide us with a copy of this report.
- Unfortunately, in order to fix the disconnecting manholes, the occupiers of the affected homes and the adjoining neighbours in the block of houses will need to vacate their properties whilst the work is being undertaken for health and safety reasons.
- The estimated timescale for all the drainage work to be rectified is October this year.
- I have discussed with my line manager, and it was agreed that we will raise the issue with SNIPEF, who is the governing body of the drainage certifier

- I have requested Robertson's to keep me up to date with the ongoing work relating to the drainage.

I hope the above summary is useful. If you require any further clarification on the above points, please let me know.

Kind Regards,

[Redacted]

From: [Redacted]

Sent: 12 February 2026 17:03

To: s [Redacted]

Cc: [Redacted]

[Redacted]

Subject: Drainage concerns

Hi [Redacted]

Good to talk with you on the 'phone.

As I mentioned:

- The Council have limited enforcement powers to take where a Completion Certificate has been accepted for a new house and afterwards, a defect is found.
- We have began discussions with the contractor to understand what has happened here, what drainage is affected and the proposed resolution.
- We are attending the site next week to continue the discussions with the developer.
- The drainage for this site was installed by a Certifier of Construction and we may raise the issue with the body (SNIPEF) who governs the certifier for this site.

There are two organisations that aim to assist new homeowners where things go wrong. I've provided links to both below. You may wish to consider contacting either or both organisations.

[Home - Consumer Code](#)

[Home | NHOS](#)

I trust the above is helpful and please let me know if any clarification is required.

Kind regards

[Redacted]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ACCS Member - CHAPS - certification issues
Date: 17 April 2026 16:26:44
Attachments: [shield-advisory.png](#)
[chevron-light.png](#)

☐ External email ☐

Hi [REDACTED],

Thanks for the update and email address, I will reach out to the directly.

Best,

[REDACTED]

From: [REDACTED] >
Sent: 17 April 2026 16:10
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ACCS Member - CHAPS - certification issues

Good Afternoon [REDACTED]

I have tried to follow this up with the Site Manager however I am not getting a response.

I am unable to give you the site manager's details due to GDPR but Robertson's head office email is receptionstirling@robertson.co.uk with the Developments name being North Four, you might find the are more responsive with you than us at the moment.

If I get the report I will immediately forward it on to you.

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: 07 April 2026 09:55
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: RE: ACCS Member - CHAPS - certification issues

Good morning [REDACTED]

Are you able to provide any updates for this please?

I would like to conclude the investigation but only have limited information.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 16 March 2026 17:27
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ACCS Member - CHAPS - certification issues

Good Afternoon [REDACTED]

We have yet to receive the report. I am going to get in touch with the site manager to find out when we will receive it.

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: 16 March 2026 11:29
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: RE: ACCS Member - CHAPS - certification issues

Good morning,

Is it possible to be sent the report please? The complaint has now been raised officially and as per the BSD guidelines I need to act within their timeframes.

Many thanks,

[REDACTED]

From: [REDACTED]
Sent: 27 February 2026 11:41
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: FW: ACCS Member - CHAPS - certification issues

Hi [REDACTED]

[REDACTED], cc'd, called me to discuss the project where drainage issues have come to light

for works carried out by one of the Certifiers of Construction at the North Four site
[REDACTED] is the Head of Technical Services and Certification at SNIPEF.

Can you give [REDACTED] an overview of what the issues are and the properties affected. I also think the report being produced by Robertsons/WH Malcolm would be good to share with [REDACTED], which will likely give a bit more detail on the issues and proposed resolution. I know that report is not yet available but once you receive a copy, can you forward it to [REDACTED] please. Best check with Robertsons that they are content we share the report with SNIPEF before doing so.

[REDACTED], it would be helpful to have an overview of what actions SNIPEFs do in this situation and to be updated once your investigations have been completed.

I leave [REDACTED] to liaise with you going forward.

Kind regards

[REDACTED]

From: [REDACTED]

Sent: 27 February 2026 11:24

To: [REDACTED]

Subject: ACCS Member - CHAPS - certification issues

Hi [REDACTED]

As per our phone call conversation, please send me any details which may be useful for our investigation into the drainage issues discussed.

Many thanks,

[REDACTED]