

PRU V8.9.x.0

REPORT PREPARED ON 16/ 9/26 AT 16:46

NAME AND ADDRESS DETAILS

PREMISES REF: RES6**15-1/3

TRADER: Bonoful Restaurant

ADDRESS: 15-17 Brighton Place
EH15 1LH

WARD: Portobello/Craigmillar

TELNO: 0131 669 8000

EASTING: 330498

NORTHING: 673827

PRINCIPAL USAGE: RES - RESTAURANT

PREMISES TYPE: 6 - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: AAA - Action taken

SOURCE DATABASE: INSPECTIONS

Record number 113703

UNIT: FHE - Food / Health & Safety East

INVESTIGATING OFFICER: 

DATE ACTION OPENED: 22/04/2026

ACTION EVENT DETAILS

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	FH2	Improvement Required Certificate issued	22/04/2026	01/05/2026		
2	FL1	Food Law Contravention letter		22/04/2026		
3	FH7	Scope of Business Document		22/04/2026		
4	FH7	Scope of Business Document 2 of 2		22/04/2026		
5	G05	Email received		23/04/2026		
		Pest Control Report				
		Client Name: Bonoful Restaurant				
		Site Address: 13-17 Brighton Place, Portobello, Edinburgh, EH15 1LH				
		Service Type: Initial Inspection - New Commercial Customer				
		Date of Visit: 03/05/2026				

Inspection Summary:

This was an initial visit for a new commercial client. A thorough

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		inspection of the premises was conducted, including all key areas such as the kitchen, food preparation zones, and storage areas. At the time of inspection, no visible signs of pest activity were identified. There was no evidence of rodents or insects, including no droppings, gnawing, damage, or other indicators typically associated with pest presence. The premises appeared to be maintained to a satisfactory standard.				
		Findings:				
		• No rodent activity detected • No insect activity observed • No droppings, damage, or pest-related indicators found • Kitchen and storage areas in good condition				
		Actions Taken:				
		• Full inspection of the premises carried out • As a precautionary measure, bait boxes were installed in the kitchen area • Monitoring trays were placed in both the kitchen and storage areas to allow for early detection of any future pest activity				
		Recommendations:				
		• Maintain current cleaning and hygiene standards throughout the premises • Ensure regular cleaning is carried out, particularly under and behind kitchen equipment • Monitor installed bait stations and trays for any signs of activity • Ensure all food is stored in sealed containers where possible • Keep external doors closed when not in use to minimise risk of pest entry				
		Conclusion:				
		At the time of inspection, no pest activity was present at the property. Preventative measures have been implemented to monitor and protect the premises moving forward. Continued good hygiene and regular monitoring will help ensure the site remains pest-free.				

6	G05	Email received	12/05/2026	
		Good evening		

The next visit will be on next month same time. Also I can confirm you that daily cleaning take place as usual, and checking any droppings but nothing has been witnessed. We will get in touch with you soon for revisits . Thanks again for your understanding.

7	G05	Email received	21/06/2026	
		Good morning,		

Thank you for this information.

A revisit in 3 months is unacceptable and the Company must be requested to visit in 1-2 weeks, to check bait and replenish, until the infestation is abated.

Please could you confirm that this will be arranged and keep me up to date with pest control revisits and reports.

Kind regards,

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
-------------	--------------	--------------------	------------------	------------------	------------	-----------------

[REDACTED]
Contract EHO

From: Bonoful Info [REDACTED]
Sent: 19 June 2026 12:26 PM
To: [REDACTED]
Subject: Fwd: Commercial Contract - Bonoful Restaurant

Please find the attached below for your information. Also I will get in touch with you soon for re visit our establishme???
External email

Please find the attached below for your information.

Also I will get in touch with you soon for re visit our establishment.

Thanks again for your understanding.

----- Forwarded message -----

From: [REDACTED]
Date: Thu, 18 Jun 2026 at 13:09
Subject: Re: Commercial Contract - Bonoful Restaurant
To: [REDACTED]

Hello,

Please see report attached.

The next visit will be taking place next month.

If you have any queries, please feel free to get in touch.

Warm regards,

[REDACTED]
Operations Manager

Frosts Pest Control

T: [REDACTED]
[REDACTED]
frostspestcontrol.co.uk

From: [REDACTED] >
Date: Wednesday, 17 June 2026 at 14:55
To: [REDACTED]
Subject: Re: Commercial Contract - Bonoful Restaurant
Hello,

Please see report attached.

We will now be moving you onto a quarterly contract, so the next visit is due in September, however, if you would like to remain on a

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

monthly contract for a little longer, please let me know.

If you have any queries, please feel free to get in touch.

Warm regards,

Operations Manager

Frosts Pest Control

W: frostspestcontrol.co.uk

From:

Date: Monday, 4 May 2026 at 15:41

To:

Subject: Re: Commercial Contract - Bonoful Restaurant

Hello,

Please see report attached.

Warm regards,

Operations Manager

Frosts Pest Control

T:

From:

Date: Monday, 27 April 2026 at 14:18

To:

Subject: Commercial Contract - Bonoful Restaurant

Hello

We have now sent over a contract, it may have gone into your spam/junk folder.

Please also see direct debit link below.

Once signed, we will try to get a technician over to you on Wednesday.

Warm regards,

Operations Manager

Frosts Pest

T: 01908 348449

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

E:

--

Best Regards,
Bonoful Team

8	G04	Letter received	21/06/2026			
9	G10	Email sent following request for revisit Good afternoon,	29/07/2026			

I would be grateful if you could first acknowledge in some detail that all of the requirements of the work schedule have been completed-so an item by item description of what has been achieved.

Kind regards,

EHO Contractor

From: Bonoful Info <info@bonoful.com>
Sent: 27 July 2026 3:29 PM
To: uk>
Subject: Re: Commercial Contract - Bonoful Restaurant

Good afternoon Please find the further inspection reports below for your information. Also please let us know what ???
? External email
?

Good afternoon

Please find the further inspection reports below for your information. Also please let us know what date you can do the revisit.

Thanks again for your understanding.

Frosts Emergency Pest Control
SERVICE AGREEMENT REPORT
Report Ref: FPC-2026-2107-BONO
SITE & SERVICE DETAILS
Client / Premises Site Address Date of Visit Bonoful Restaurant
13-17 Brighton Pl, Portobello, EH15 1LH
21st July 2026 Visit Type Service Agreement Audit
Contract Status Active Monitoring Current Status UNDER CONTROL
1. FULL SITE INVESTIGATION & BAIT AUDIT
A full site investigation was carried out across the premises on 21st July 2026 under the active service agreement.

Bait Station Assessment: All installed bait stations throughout the property were inspected and audited.
Bait Replenishment: Partial bait consumption was noted in select stations, indicating recent rodent take. All depleted bait

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		was fully replenished with fresh bait blocks to maintain continuous control.				
		2. INGRESS PROOFING & REMEDIAL ACTIONS				
		•				
		Structural Proofing: During the inspection, a few small gaps were identified around the restaurant perimeters. These ingress points were immediately sealed using heavy-duty wire mesh combined with expanding foam to physically block pest entry.				
		3. SITUATION ASSESSMENT & FOLLOW-UP PLAN				
		The overall situation is currently under control. Further monitoring and follow-up visits will be conducted next month to evaluate bait take and ensure perimeter integrity.				
		CLIENT GUIDANCE & MONITORING PROTOCOL				
		•				
		•				
		•				
		Ongoing Monitoring: Management and staff should continue to monitor all areas, particularly food storage and prep spaces.				
		Reporting Sightings: Please inform us immediately if any pest activity or fresh sightings are observed before the next scheduled visit.				
		Next Scheduled Visit: Next month (August 2026) under the regular service agreement cycle.				
		Frosts Pest Control Ltd • Emergency Pest Control Services & Environment Protection • Manchester, UK				

On Sun, 21 Jun 2026 at 09:51, [REDACTED] wrote:
Good morning,

Thank you for this information.

A revisit in 3 months is unacceptable and the Company must be requested to visit in 1-2 weeks, to check bait and replenish, until the infestation is abated.

Please could you confirm that this will be arranged and keep me up to date with pest control revisits and reports.

Kind regards,

[REDACTED]
Contract EHO

From: Bonoful Info <info@bonoful.com>
Sent: 19 June 2026 12:26 PM
To: [REDACTED]
Subject: Fwd: Commercial Contract - Bonoful Restaurant

Please find the attached below for your information.

Also I will get in touch with you soon for re visit our establishment.

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

Thanks again for your understanding.

----- Forwarded message -----

From: [REDACTED]
Date: Thu, 18 Jun 2026 at 13:09
Subject: Re: Commercial Contract - Bonoful Restaurant
To: info@bonoful.com <info@bonoful.com>

Hello,

Please see report attached.

The next visit will be taking place next month.

If you have any queries, please feel free to get in touch.

Warm regards,

[REDACTED]
Operations Manager

Frosts Pest Control

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Date: Wednesday, 17 June 2026 at 14:55
To: info@bonoful.com <info@bonoful.com>
Subject: Re: Commercial Contract - Bonoful Restaurant
Hello,

Please see report attached.

We will now be moving you onto a quarterly contract, so the next visit is due in September, however, if you would like to remain on a monthly contract for a little longer, please let me know.

If you have any queries, please feel free to get in touch.

Warm regards,

[REDACTED]
Operations Manager

Frosts Pest Control

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
[REDACTED] onday, 4 May 2026 at 15:41
To: info@bonoful.com <info@bonoful.com>
Subject: Re: Commercial Contract - Bonoful Restaurant
Hello,

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
-------------	--------------	--------------------	------------------	------------------	------------	-----------------

Please see report attached.

Warm regards,
[REDACTED]
Operations Manager

Frosts Pest Control

[REDACTED]

[REDACTED]
Date: Monday, 27 April 2026 at 14:18
To: info@bonoful.com <info@bonoful.com>
Subject: Commercial Contract - Bonoful Restaurant
Hello [REDACTED]

We have now sent over a contract, it may have gone into your spam/junk folder.

Please also see direct debit link below.

[REDACTED]

Once signed, we will try to get a technician over to you on Wednesday.

Warm regards,
[REDACTED]
Operations Manager

Frosts Pest Control

[REDACTED]

--
Best Regards,
Bonoful Team

[REDACTED]

*

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

10	G10	Email sent more info required Good morning,		03/09/2026		
----	-----	--	--	------------	--	--

I appreciate that work has been done, but to enable me to visit, I need a breakdown of exactly what has been completed. This is because in inspections at similar premises, not all items have been attended to, which has resulted in a further downgrade.

Kind regards,

Contract EHO

From: Bonoful Info <info@bonoful.com>
Sent: 02 September 2026 3:03 PM
To:
Subject: Re: Commercial Contract - Bonoful Restaurant

Good afternoon , Hope you are well. Here I can confirm you that we have completed all the improvement work accordingl???

?
External email
?

Good afternoon

Hope you are well. Here I can confirm you that we have completed all the improvement work accordingly to your instructions. Further note that our chef has completed the food hygiene course and received the certificate.

Now It is very important for us to get the pass certificate. Because all the online platforms put us on temporary suspension because of the no pass certificate.

For this reason we have not receiving any orders from online platforms due to the improvement required. Therefore, business is very much down since last few months.

Please give us a re-visit date as soon you can and I will be there to go through with you all.

Looking forward to hearing from you soon.

Thanks again for your understanding.

Regards