

From: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]
Date: 02 July 2025 16:37:25

Dear [REDACTED]

Thank you for your email.

I am sorry to hear that you have not received a response to your complaint logged with Customer Care on 11/04/2025. I have contacted my colleagues in the Customer Care team to establish why you have not received a response and I will return to you regarding this.

In the meantime, to answer your questions below;

- The Council is a shared owner of the common balcony along with all owners from 43/24-29 as per the title deeds. The Council has no additional powers for enforcement over other owners who share the balcony and as such, we cannot remove a private owners personal effects. Unfortunately the letter was sent out in error and I would like to extend my apologies for the confusion this has caused.
- As above, we do not possess any powers to take enforcement action to have the items removed. We share the same level of responsibility as yourself and other owners that share the common balcony.
- I am not aware of any team within the Council that can take enforcement action against the private owner.

I would again like to apologise for the confusion caused by the letter sent out.

Best wishes,

[REDACTED] | **Acting Locality Housing Manager** | **South-East Local Office** | **40 Captains Road** | **Edinburgh** | **0131** [REDACTED] [\[REDACTED\]@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)

From: [REDACTED]
Sent: 25 June 2025 11:10
To: [REDACTED]
Subject: [REDACTED]
Importance: High

Dear [REDACTED],

My name is [REDACTED] and I am a Landlord at 43/[REDACTED] Viewcraig Gardens EDINBURGH EH8 9UW and (since the beginning of April) I have been regularly trying to contact both [REDACTED] over some issues in this building regarding the storage of items on the communal walkway that are causing a trip and fire hazard. I have attached a letter written by [REDACTED] 2 years ago, which was posted to all residents in the building.

I have been trying to deal mainly with [REDACTED] and have had cause to formally complain over his

handling of the matter as he is refusing to follow up on this letter or explain why he is unwilling to do so. This complaint was sent to customer.care@edinburgh.gov.uk on 11/04/25 but hasn't been replied to.

I have been advised that you are [REDACTED] senior (and possibly [REDACTED]) so wondered if you could perhaps intervene so as help relieve me of what has been a very time consuming process that has been 95% one way communication and [REDACTED] has refused to reply to questions that he and [REDACTED] should really compelled to reply to in my opinion.

The key questions I have are as follows:

- Why has [REDACTED] said in the attached letter of 03/08/23 that he will "proceed to have the items removed" but hasn't?
- I am seeking confirmation of the powers Edinburgh Council possess to undertake enforcement of this issue (including the stages they need to go through) before the items can be removed
- I am seeking confirmation that I am communicating with the correct team (the Housing Team) and if not, which team within Edinburgh Council has the enforcement powers to deal with this issue. I have also contacted environmental protection about this but that was at the beginning of April as well and they have not replied and are uncontactable by phone.

Your assistance with this is appreciated as I have become extremely frustrated by [REDACTED] persisting ignoring of pertinent questions and feel that I am at least entitled to know the reasons why he seems to be back-tracking on his letter dated 03/08/23.

I am happy for you to reply to this email or contact me on [REDACTED]. I have tried calling [REDACTED] on 0131 [REDACTED] and [REDACTED] and [REDACTED] on [REDACTED] but these numbers constantly go to voicemail.

Malcolm Howes.