

From: [REDACTED]
To: [REDACTED]
Subject: RE: Belongings on communal landings- 43 Viewcraig Gardens
Date: 01 May 2026 12:20:51

Hi [REDACTED]

Thanks for your email.

To answer your points below;

1. No, there are no changes to advise.
2. The letter sent in March 2026 pertained to dumped items within a stairwell which were blocking walkways. This differs to the items you previously complained about which were not dumped items and are a private owner's belongings.
3. No, we will not review your complaint and intervene any further. As previously advised, we have no additional enforcement powers over the owner of the belongings.
4. As above, the Council is an owner within the building the same as yourself and we do not hold any additional powers to enforce an owner to remove their personal belongings.

I am sorry to hear that the situation has deteriorated significantly. I would encourage you and any other concerned owners to contact Scottish Fire and Rescue Service and request that they carry out an inspection.

I will request that the Housing Officer carries out an inspection and if our findings present concerns then we can also refer the matter to SFRS.

Thanks.

Best wishes,

[REDACTED]

[REDACTED] | 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: 22 April 2026 13:25
To: [REDACTED]
Subject: RE: Belongings on communal landings- 43 Viewcraig Gardens

Hi [REDACTED]

Thank you for your reply.

While I note that you have indicated you will investigate this matter, I do not believe further investigation is required to respond to the specific questions I raised, given the history and level of detail already provided - including our hour-long meeting in July last year following extensive correspondence and formal complaints.

At that meeting, you advised that the letter issued by [REDACTED] on 3 August 2023 should not have been sent, and that acting on the intentions outlined within it -specifically,

the removal of items from communal areas - would be inappropriate, as this could amount to interference with residents' property.

I would also note that a separate Freedom of Information request was made to obtain a copy of that letter, along with the similar correspondence issued by the council over previous years. I know that plenty such correspondence has been issued over the years but the request was declined on the basis that the records were no longer held, having (by the council's own admission) been prematurely deleted or destroyed.

Given the significance of these letters to both my complaint and the council's stated position, this raises further concern. It is difficult to reconcile the position that such letters "should not have been sent" with the apparent fact that similar correspondence has been issued on multiple occasions, yet is no longer available for review. This contributes to a lack of clarity around the council's actual policy and practice in this area.

In light of this, I am seeking clarification as to how a near-identical letter has now been issued by a member of your team in March 2026, setting out similar intentions regarding items in communal areas, including references to fire hazards and obstruction of escape routes.

This presents a clear inconsistency, and I would ask that you address the following points directly:

1. Has there been any change in council policy or guidance regarding the management or removal of items from communal areas since my complaint was concluded last year? If so, please provide details of that change.
2. If there has been no change in policy, please explain how the recent letter issued by your department aligns with the position you previously communicated to me.
3. In light of the above, will the council now review my original complaint and the situation at 43 Viewcraig Gardens, particularly given that the same fire safety concerns I raised appear to be acknowledged in the recent correspondence to a neighbouring block?
4. Please confirm what practical steps are available to ensure that fire safety risks and obstructions in my building are addressed consistently and without further delay.

Given the length of time this matter has been ongoing, and the continuing impact, I would be grateful for a substantive response within 5 working days.

I would also highlight that the situation at 43 Viewcraig Gardens has deteriorated significantly since my original complaint. During that time, I made efforts to address these concerns directly with other residents, who were aware that I had raised the matter formally with the council. In practice, the position communicated - that no action could be taken in relation to items left in communal areas - appears to have reinforced a perception that such behaviour is permitted.

As a result, obstructions and associated fire safety concerns have increased rather than improved. This makes it all the more important that I receive clear and consistent guidance on the council's current position, and what action, if any, will now be taken.

I look forward to your response.

[Redacted]

From: [Redacted] <[\[Redacted\]@edinburgh.gov.uk](mailto:[Redacted]@edinburgh.gov.uk)>

Sent: 17 April 2026 14:40

To: [Redacted]

Subject: RE: Belongings on communal landings- 43 Viewcraig Gardens

Dear [REDACTED]

Thank you for your email.

I will investigate this matter and return to you in due course.

Thank you.

Best wishes,

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

From: [REDACTED]

Sent: 14 April 2026 18:24

To: [REDACTED] [@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)>

Subject: RE: Belongings on communal landings- 43 Viewcraig Gardens

Dear [REDACTED]

I am writing to follow up on our meeting of Tuesday, 8th July last year at the South East Local Office, where we discussed my formal complaint concerning the letter sent on 3rd August 2023 by Stuart Ramsay. As you know, this letter was central to my complaint, and I have attached a copy of Stuart's letter for reference.

In the formal response I received to my complaint, it was stated that [REDACTED] letter had been sent in error and that he should not have communicated the intentions outlined within it, as they contradicted council policy. Throughout my dealings with Edinburgh Council, I was informed by various departments that the resolution I was seeking - for [REDACTED] or his team to take action on the promise made in his letter - was outside the powers of the council.

In light of this, I was surprised to learn that a similar letter (copy attached) was recently sent by [REDACTED] (Housing Officer) to owners at 7 Viewcraig Gardens in March 2026. While this letter closely mirrors the content of [REDACTED] letter, which was deemed to have been sent in error, it is far more specific in terms of the issue central to my complaint. It states: "items left in these areas may obstruct escape routes and can present a fire hazard for residents."

Given that these two letters are nearly identical, with the most recent one seemingly reinforcing the point I was persistently trying to argue with the council last year, I am concerned that there has been a shift in policy or practice that I was not made aware of. Specifically, I would like to ask the following:

1. **Has there been a change in council policy regarding the removal of items from communal areas?** If so, I would appreciate a clear explanation of these changes and whether this policy now applies to my block at 43 Viewcraig Gardens.
2. **Given the apparent inconsistency between the council's response to my original complaint and the action taken in the case of the neighbouring**

block, could the council please review my original complaint and provide an update? It seems that the concerns I raised regarding fire hazards and blockages were dismissed last year, but now the council is citing similar concerns to justify action. I would like clarification on why my building has not received the same attention.

3. **If the council is now prepared to address the removal of items due to fire hazard concerns, could you please advise what steps I should take in my own building to ensure these concerns are addressed in a timely and consistent manner?**

I would be grateful for a prompt response to these questions and would appreciate your help in ensuring a fair and consistent approach is taken across Dumbiedykes estate on the whole.

Thank you for your attention to this matter. I look forward to your reply.

[REDACTED].

From: [REDACTED] <[\[REDACTED\]@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)>
Sent: 15 July 2025 14:38
To: [REDACTED]
Subject: FW: Belongings on communal landings- 43 Viewcraig Gardens

Good afternoon [REDACTED]

I hope this finds you well.

I initially received a response from Environmental Health referring me to Street Enforcement, hence the second email.

As anticipated, Street Enforcement have responded below to advise that they are unable to assist.

Best wishes,

[REDACTED]

[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: Street Enforcement <StreetEnforcement@edinburgh.gov.uk>
Sent: 11 July 2025 11:31
To: [REDACTED] <[\[REDACTED\]@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)>
Subject: RE: Belongings on communal landings- 43 Viewcraig Gardens

Good morning,

I don't believe we're able to assist here. Apologies. I believe this would fall to however owns the building.

Kind regards,

[REDACTED]

Business Support Administrator | Business Support | Customer & Digital Services |
Corporate Services | The City of Edinburgh Council, Waverley Court, 4 East Market St,
Edinburgh EH8 8BG | www.edinburgh.gov.uk

From: [REDACTED] <[\[REDACTED\]@edinburgh.gov.uk](mailto:[REDACTED]@edinburgh.gov.uk)>

Sent: 09 July 2025 17:13

To: Street Enforcement <StreetEnforcement@edinburgh.gov.uk>

Cc: [REDACTED]

Subject: Belongings on communal landings- 43 Viewcraig Gardens

Good afternoon,

I am looking for some information please.

Do Street Enforcement have any remit/authority to get involved in issues where private owners are storing belongings on communal landings?

Please see attached photograph from 43 Viewcraig Gardens.

Any advice is hugely appreciated.

Thanks.

Best wishes,

[REDACTED]

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