Site History Report

Effective: 01/09/2021 to 23/09/2026
Service: Roads General
Site: Glenfinlas Street (7902851)
Asset Number: 1.00 to 9.00
Display Action Officer: No

Site: Glenfinlas Street (7902851) **Locality:** New Town, Edinburgh, City of Edinburgh **Area:** South East Locality

Condition Survey

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset: 1.00 **Asset - Locn.:** Whole Street				**Feature Type:** Road Asset			**Area:** South East Locality	
Batch: 41266370 - Inspection Batch				**Route:** SE_CF2_CharlotteSqWest1				**Date:** 02/07/2026
42210161	1no rocking sandstone slab	01/07/2026	Outside Murray birth murray	RD: FW Slabs Rocking	Internal		Committed	50199341
42210162	Cw setts depression approx 15m x 2m	01/07/2026	Outside no11 down hill to bollards	RD: CW Setts Depression	Internal		Uncommitted	50181311
Batch: 41263705 - Inspection Batch				**Route:** Ad hoc Route				**Date:** 21/05/2026
42206897	Failed Scottish Power reinstatement on footpath removed a slab but didn't replace it on LA ref 3852060	21/05/2026	Outside number 8	RU: Utility Reinstatement	Internal		Uncommitted	50197205
Batch: 41260483 - Inspection Batch				**Route:** Ad hoc Route				**Date:** 09/04/2026
42203853	Renew 1 x 600 x 900 sand stone flag	09/04/2026	outside number 8	RD: FW Slabs Broken/Missing	Internal		Committed	50195118
Batch: 41230850 - Inspection Batch				**Route:** SE_CF2_CharlotteSqWest1				**Date:** 12/06/2025
42185522	1no grano at gas Toby needs renewed	12/06/2025	Outside no 1a endava	RD: FW Grano Open Joint	Internal		Committed	50181306
42185524	1no rocking sandstone slab	12/06/2025	Outside Murray beith Murray office	RD: FW Slabs Rocking	Internal		Committed	50181308
42185528	Cw setts depression approx 15m x 2m	12/06/2025	Outside no11 down hill to bollards	RD: CW Setts Depression	Internal		No Action Required	
42185526	2no broken sandstone slab 910 x 610 710 x 560	12/06/2025	Outside no8	RD: FW Slabs Broken/Missing	Internal		Committed	50181310
42185527	depression in setts approx 8mx2m	12/06/2025	Outside no6	RD: CW Setts Depression	Internal		Uncommitted	50114305
Batch: 41194189 - Inspection Batch				**Route:** SE_CF2_CharlotteSqWest1				**Date:** 12/06/2024
	No actionable defects found							
Batch: 41194105 - Inspection Batch				**Route:** Ad hoc Route				**Date:** 11/06/2024
42159525	1no grano pothole	11/06/2024	Opposite 1A	RD: FW Grano Pothole	Internal		Committed	50162151
Batch: 41192540 - Inspection Batch				**Route:** Ad hoc Route				**Date:** 22/05/2024
42157781	1no missing sandstone slab 950 x 450mm please renew	22/05/2024	Opposite no 1a	RD: FW Slabs Broken/Missing	Internal		Committed	50160823
Batch: 41190832 - Inspection Batch				**Route:** Ad hoc Route				**Date:** 30/04/2024
42156098	Failed to reinstate with proper or non standard material	30/04/2024	On the footway outside no8	RU: Utility Reinstatement	Internal		Uncommitted	50159530
Batch: 41160845 - Inspection Batch				**Route:** SE_CF2_CharlotteSqWest1				**Date:** 12/07/2023
42131674	Cw cracked/broken	12/07/2023	Outside number 13	RD: CW Cracked/Broken	Internal		Uncommitted	50114309
42131672	depression in setts approx 8mx2m	12/07/2023	Outside no6	RD: CW Setts Depression	Internal		No Action Required	
Batch: 41124754 - Inspection Batch				**Route:** SE_CF2_CharlotteSqWest1				**Date:** 26/05/2022
42102159	Dislodged setts need relaid approx 1mx3m	26/05/2022	Outside no6	RD: CW Setts Dislodged	Internal		No Action Required	
42102157	Dislodged setts need relaid approx 4mx3m	26/05/2022	Opposite no4	RD: CW Setts Dislodged	Internal		No Action Required	
42102164		26/05/2022		RD: FW Blocks Damaged/Missing	Internal		Uncommitted	50114303
42102161	depression in setts approx 8mx2m	26/05/2022	Outside no6	RD: CW Setts Depression	Internal		No Action Required	
42102158	depression in setts approx 8mx2m	26/05/2022	Outside no6	RD: CW Setts Depression	Internal		No Action Required	
42102160	Hole in Fw… make safe required as this is a trip hazard	26/05/2022	Outside number 11	RD: Other Defect Type	Internal		Committed	50114308
42102163		26/05/2022		RD: CW Setts Dislodged	Internal		Uncommitted	50114304

Site History Report

Effective: 01/09/2021 to 23/09/2026
Service: Roads General
Site: Glenfinlas Street (7902851)
Asset Number: 1.00 to 9.00
Display Action Officer: No

Condition Survey

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset:	1.00	**Asset - Locn.:** Whole Street		**Feature Type:** Road Asset			**Area:** South East Locality	
Batch:	41124754 - Inspection Batch			**Route:** SE_CF2_CharlotteSqWest1			**Date:** 26/05/2022	
42102162		26/05/2022		RD: CW Setts Dislodged	Internal		Uncommitted	50114306
42102156	Missing horonizing approx 4mx2m	26/05/2022	Opposite no4	RD: FW Blocks Damaged/Missing	Internal		No Action Required	
42102165	Cw cracked/broken	26/05/2022	Outside number 13	RD: CW Cracked/Broken	Internal		No Action Required	

Customer Services

Enquiry No.: 34005882 **Logged by:** [redacted] **on:** 10/10/2022 12:56
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.: glenfinlas street. please inspect road defects
Location: Glenfinlas street **Contact:**

Enquiry No.: 2132030 **Logged by:** Verint CRM Connector **on:** 16/04/2026 18:51
Service: Roads General **Subject:** Pavement: Missing Slab / Kerb **Classification:** Customer Emergency
Desc.:
Location: Regarding reference 102000264014. **Contact:**

Thanks for coming to finally repair the pavement outside 6/2 Glenfinlas Street. But I am surprised that all your team have done is fill a paved footpath, which has mainly original paving slabs, with concrete.

Given that the original problem was caused by a botched repair by your contractors it would be appreciating it could be repaired to its original state given tha it is a world heritage site.

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

---

Enquiry No.: 2126103 **Logged by:** Verint CRM Connector **on:** 06/04/2026 17:29
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: Paving stone between No 6 and 8 was broken and reported probably about 8 months ago. A yellow board was put over it but it has never been repaired. **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50195118 **Defect Number:** 42203853

Enquiry No.: 2058188 **Logged by:** Verint CRM Connector **on:** 14/12/2025 09:59
Service: Roads General **Subject:** Public Utilities: General **Classification:** Request for service
Desc.:
Location: A new pavement slab has cracked and twisted, resulting in a very sharp edge, which is a serious trip hazard. The quality of slab used is extremely poor, and is less than 2cm thick, not a proper replacement for a 200 year old stone slab. The utility company who replaced it when a power cable failed and the removed the original slab should be called back to replace it with a proper replacement. This area is one of the few areas where pavements have been maintained to retain the pavements and setts **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

Site History Report

Effective: 01/09/2021 to 23/09/2026
Service: Roads General
Site: Glenfinlas Street (7902851)
Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 2053216 **Logged by:** Verint CRM Connector **on:** 04/12/2025 09:10
Service: Roads General **Subject:** Public Utilities: General **Classification:** Request for service
Desc.:
Location: A slab recently replaced has cracked and is tipped perfectly to trip. Looks like the spec is wrong more akin to a floor tile than a paving slab. Think words with procurement are needed.
Anyhow it needs fixing as it's knackered..
Contact:

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

---

Enquiry No.: 1795732 **Logged by:** Verint CRM Connector **on:** 10/07/2024 10:18
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Deep pothole in middle of road **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

---

Enquiry No.: 1744461 **Logged by:** Verint CRM Connector **on:** 28/04/2024 13:56
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: SSE network have repaired a stone slabbed pavement by using a concrete infill, and have removed the original paving slabs. There are three locations in the street where this has happened. They have also laid some of the paving slabs tilted, causing a severe likelihood of tripping.
Contact:

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset
Job Number: 50159530 **Defect Number:** 42156098

Enquiry No.: 1736346 **Logged by:** Verint CRM Connector **on:** 14/04/2024 14:20
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Massive pothole **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

---

Enquiry No.: 1453888 **Logged by:** [redacted] **on:** 01/11/2022 11:14
Service: Roads General **Subject:** Road: General Enquiry **Classification:** General Enquiry
Desc.: due to works being completed on queensferry street and randolph crescent - bollards need to be re-instated on Glenfinlas Street as this was originally a No Through Road
Location: glenfinlas street **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

---

Enquiry No.: 1442957 **Logged by:** Verint CRM Connector **on:** 07/10/2022 14:13
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Update to existing notification. Previous warning cones removed yesterday! Serious danger to cyclists. Not just a depression, its an eruption of setts, which if hit would cause a fall.
Contact:

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

Site History Report

Effective: 01/09/2021 to 23/09/2026
Service: Roads General
Site: Glenfinlas Street (7902851)
Asset Number: 1.00 to 9.00
Display Action Officer: No

Customer Services

Enquiry No.: 1442004 **Logged by:** Verint CRM Connector **on:** 05/10/2022 18:13
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: Serious collateral damage of distortion to the roadway in Glenfinlas St caused by buses and heavy vehicles diverted off Queensferry St by roadworks. This will now need repairing as well. Please! @Edinburgh_CC @CllrCMiller @jomowat **Contact:**

Enquiry No.: 1434863 **Logged by:** Verint CRM Connector **on:** 21/09/2022 18:12
Service: Roads General **Subject:** Road: Defective / Damaged **Classification:** Request for service
Desc.:
Location: @Edinburgh_CC Hi, one for the roads team: a couple of weeks of buses/coaches using Glenfinlas St has created a spectacular ridge in the setts. Much more and they'll be out of there. **Contact:**

Enquiry No.: 1418617 **Logged by:** Verint CRM Connector **on:** 05/08/2022 13:00
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: I have already reported this issue and receive no response. A metal grate covering a drain and vent was broken and I asked it to be replaced. Instead somebody from the council took the decision to fill it with concrete. Had I known that you were going to do this, I would have fixed it myself. In order for the vent/drain to do what they were designed to please make arrangements to have the concrete removed and a metal grate in keeping with the surroundings put in its place. **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

Enquiry No.: 1386891 **Logged by:** Verint CRM Connector **on:** 03/06/2022 11:51
Service: Roads General **Subject:** Pavement: Damaged / Defective **Classification:** Request for service
Desc.:
Location: An iron drain/vent cover to a cellar of 11 Glenfinlas Street has been broken for some time. This week, somebody came to fix it but instead of repairing it sympathetically, it has been cemented in entirely with no thought for the utility of the pipe underneath nor respect for the repair being in keeping with the New Town character. Had I known this was going to happen, I would have repaired it myself. Please contact me on [redacted] to discuss having the work re-done in keeping with the area. **Contact:**

Plot Number: 1.00 **Feature Id - Location:** Whole Street **Feature Type:** Road Asset

Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion		Works Order
	Asset: 1.00	**Asset - Locn.:** Whole Street		**Feature Type:** Road Asset		**Area:** South East Locality		
50114308	Hole in Fw… make safe required as this is a trip hazard (RD: Other Defect Type)	Outside number 11	RD: Cat 3 - 60 Day	Job Complete	26/05/2022	31/05/2022	Act.	ROAD/82064462
50160823	1no missing sandstone slab 950 x 450mm please renew (RD: FW Slabs Broken/Missing)	Opposite no 1a	RD: Cat 3 - 60 Day	Job Complete	22/05/2024	12/06/2024	Act.	ROAD/82092788
50162151	1no grano pothole (RD: FW Grano Pothole)	Opposite 1A	RD: Cat 3 - 60 Day	Job Complete	11/06/2024	13/06/2024	Act.	ROAD/82093716

Site History Report

Effective: 01/09/2021 to 23/09/2026
Service: Roads General
Site: Glenfinlas Street (7902851)

Asset Number: 1.00 to 9.00
Display Action Officer: No

Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order
	Asset: 1.00	**Asset - Locn.:** Whole Street		**Feature Type:** Road Asset		**Area:** South East Locality	
50181306	1no grano at gas Toby needs renewed (RD: FW Grano Open Joint)	Outside no 1a endava	RD: Cat 3 - 60 Day	Job Complete	12/06/2025	19/06/2025 Act.	ROAD/82106953
50181308	1no rocking sandstone slab (RD: FW Slabs Rocking)	Outside Murray beith Murray office	RD: Cat 3 - 60 Day	Job Complete	12/06/2025	19/06/2025 Act.	ROAD/82106955
50181310	2no broken sandstone slab 910 x 610 710 x 560 (RD: FW Slabs Broken/Missing)	Outside no8	RD: Cat 3 - 60 Day	Job Complete	12/06/2025	23/07/2025 Act.	ROAD/82106956
50195118	Renew 1 x 600 x 900 sand stone flag (RD: FW Slabs Broken/Missing)	outside number 8	RD: Cat 3 - 60 Day	Job Complete	09/04/2026	16/04/2026 Act.	ROAD/82117048
50199341	1no rocking sandstone slab (RD: FW Slabs Rocking)	Outside Murray birth murray	RD: Cat 3 - 60 Day	Job Complete	01/07/2026	08/07/2026 Act.	ROAD/82120373