20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1430259 **Logged by:** [redacted] **on** 14/09/2022 11:23

Service: Roads General **Classification:** Request for service

Subject: Pavement: Damaged / Defective

Desc.: Time and date of incident: 8th August 2022 at 4pm [redacted]

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: Location of incident: Leith Walk (Albert Place) Polypak (Shrubhill)

Ward: 12-Leith Walk

Telephone: [redacted]

Email: [redacted]

Current Status:

No.	Effective	Status	Officer	Follow up Date
2	15/09/2022 12:20:45	No Defect Found	[redacted]	

Status history:

No.	Effective	Status	Officer
1	14/09/2022 11:23	Enquiry Raised	[redacted]

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1443767 **Logged by:** [redacted] **on** 10/10/2022 08:44

Service: Roads General **Classification:** Request for service

Subject: Pavement: Damaged / Defective

Desc.: Uneven kerb

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: On Thursday 6th October'22 at about 12.50am, [redacted] Storries Bakery - 279 Leith Walk. [redacted]

Ward: 12-Leith Walk

Telephone: [redacted]

[redacted].com

Current Status:

No.	Effective	Status	Officer	Follow up Date
3	10/10/2022 12:18:46	No Defect Found	[redacted]	

Status history:

No.	Effective	Status	Officer
2	10/10/2022 08:49	Enquiry Raised	[redacted]
1	10/10/2022 08:44	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1480205 **Logged by:** Verint CRM Connector **on** 27/12/2022 17:40

Service: Roads General **Classification:** Customer Emergency

Subject: Pavement: Missing Slab / Kerb

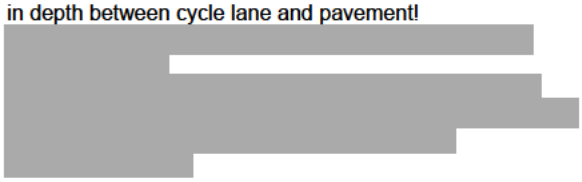
Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Ward: 12-Leith Walk

Location: I want to report a serious design fault all down the new Leith walk between cycle lane and pavement. I would suggest the edge is highlighted in yellow or there is a bigger discrepancy in depth between cycle lane and pavement!



Current Status:

No.	Effective	Status	Officer	Follow up Date
2	28/12/2022 11:34:26	Enquiry Closed - Response Req		

Status history:

No.	Effective	Status	Officer
1	27/12/2022 17:40	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1553858 **Logged by:** Verint CRM Connector **on** 20/05/2023 13:37

Service: Roads General **Classification:** Request for service

Subject: Pavement: Damaged / Defective

Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: Dangerous cracked and raised pavement, just before greggs the bakers. [redacted] **Ward:** 12-Leith Walk

Current Status:

No.	Effective	Status	Officer	Follow up Date
2	24/05/2023 09:35:31	No Actionable Issue	[redacted]	

Status history:

No.	Effective	Status	Officer
1	20/05/2023 13:37	Enquiry Raised	[redacted]

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1584972 **Logged by:** Verint CRM Connector **on** 21/07/2023 07:01

Service: Roads General **Classification:** Request for service

Subject: Road: Defective / Damaged

Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: [redacted] **Ward:** 12-Leith Walk

Current Status:

No.	Effective	Status	Officer	Follow up Date
3	24/07/2023 14:19:13	Resolved - Passed Internal Dep	[redacted]	

Status history:

No.	Effective	Status	Officer
2	24/07/2023 10:53	Inspected	[redacted]
1	21/07/2023 07:01	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Enquiry Trace Form - Preview

Enquiry: 1651395 **Logged by:** [redacted] **on** 27/11/2023 11:29

Service: Roads General **Classification:** General Enquiry

Subject: Street Furniture: General Enq

Desc.:

[redacted]
Date: Friday, 24 November 2023 at 15:15:34
To: customer.care@edinburgh.gov.uk <customer.care@edinburgh.gov.uk>
Subject: Complaint number [redacted]

I am writing with regard to the above complaint I have just lodged.

[redacted]
Whilst the obstruction is visible during daylight, it is not in the dark. [redacted]

Please explain the purpose of this obstruction, do you understand how dangerous this is for pedestrians (and possibly cyclists) walking in the dark. I trust that you will investigate this matter in a timely manner and inform me of your findings.

[redacted]

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: foot of leith walk

Ward: 12-Leith Walk

Current Status:

No.	Effective	Status	Officer	Follow up Date
3	05/12/2023 14:04:06	Resolved - Passed Internal Dep	[redacted]	

Status history:

No.	Effective	Status	Officer
2	27/11/2023 12:26	Inspected	[redacted]
1	27/11/2023 11:29	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1680650 **Logged by:** Verint CRM Connector **on** 18/01/2024 15:53

Service: Roads General **Classification:** Request for service

Subject: Pavement: Damaged / Defective

Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: the area is on way down Keith Walk on right side just before 309bLeith Walk just before business name Bardot Aesthetics'

Ward: 12-Leith Walk

[redacted]

Current Status:

No.	Effective	Status	Officer	Follow up Date
3	22/01/2024 15:10:52	Resolved - Passed Internal Dep	[redacted]	

Status history:

No.	Effective	Status	Officer
2	19/01/2024 11:34	Inspected	[redacted]
1	18/01/2024 15:53	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1742340 **Logged by:** Verint CRM Connector **on** 24/04/2024 14:33

Service: Incident Claims (All Services) **Classification:** Incident Claim

Subject: Incident Claim Roads/Lighting

Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: The issue is the 2 inch Ridge between cycle lane & footpath which spans the full length of Leith walk

Ward: 12-Leith Walk

[redacted]

Current Status:

No.	Effective	Status	Officer	Follow up Date
6	04/05/2024 11:19:42	AC: Claim referred to 3rd prty	Incident Claim Officer	

Status history:

No.	Effective	Status	Officer
5	25/04/2024 14:28	AC: Investigation Started	[redacted]
4	25/04/2024 14:28	Enquiry Closed - No Response	
3	25/04/2024 07:50	Enquiry Closed - No Response	
2	24/04/2024 15:59	Enquiry Raised	
1	24/04/2024 14:33	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Enquiry Trace Form - Preview

Enquiry: 1756948 **Logged by:** Verint CRM Connector **on** 20/05/2024 09:05

Service: Roads General **Classification:** Request for service

Subject: Pavement: Damaged / Defective

Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: Paving slab loose also damaged tarmac, [redacted]

Ward: 12-Leith Walk

Current Status:

No.	Effective	Status	Officer	Follow up Date
2	20/05/2024 11:26:55	Issue Already Reported	[redacted]	

Status history:

No.	Effective	Status	Officer
1	20/05/2024 09:05	Enquiry Raised	[redacted]

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Enquiry Trace Form - Preview

Enquiry: 1756978 **Logged by:** [redacted] **on** 20/05/2024 09:35

Service: Incident Claims (All Services) **Classification:** Incident Claim

Subject: Incident Claim Roads/Lighting

Desc.: outside Scotmid there is a paving slab sticking up and [redacted]

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: outside Scotmid there is a paving slab sticking up [redacted] **Ward:** 12-Leith Walk

[redacted]

Current Status:

No.	Effective	Status	Officer	Follow up Date
6	19/08/2024 16:22:31	AC: Sent to Claim Handlers	Insurance Services	

Status history:

No.	Effective	Status	Officer
5	09/08/2024 16:39	AC: Investigation Complete	Insurance Services
4	21/05/2024 10:50	AC: Investigation Started	[redacted]
3	21/05/2024 10:50	Issue Already Reported	
2	20/05/2024 16:09	Enquiry Raised	
1	20/05/2024 09:35	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026 **Enquiry Trace Form - Preview**

Enquiry: 1759195 **Logged by:** Verint CRM Connector **on** 22/05/2024 12:06

Service: Incident Claims (All Services) **Classification:** Incident Claim

Subject: Incident Claim Roads/Lighting

Desc.: Incident occurred on 9/5/24 at 13:30

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: Just before Storriesbakery [redacted] **Ward:** 12-Leith Walk

Current Status:

No.	Effective	Status	Officer	Follow up Date
5	29/05/2024 16:01:16	AC: Claim referred to 3rd prty	[redacted]	

Status history:

No.	Effective	Status	Officer
4	23/05/2024 12:40	AC: Investigation Started	[redacted]
3	23/05/2024 12:40	No Actionable Issue	
2	22/05/2024 12:06	Enquiry Raised	
1	22/05/2024 12:06	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

20/10/2026

Enquiry Trace Form - Preview

Enquiry: 1766593 **Logged by:** Verint CRM Connector **on** 29/05/2024 16:55

Service: Roads General **Classification:** Request for service

Subject: Pavement: Damaged / Defective

Desc.:

Site: Leith Walk (7900015), Edinburgh, City of Edinburgh

Area: North East Locality

Location: towards Robbies Bar broken uneven slab

Ward: 12-Leith Walk

Current Status:

No.	Effective	Status	Officer	Follow up Date
2	30/05/2024 13:19:00	No Actionable Issue		

Status history:

No.	Effective	Status	Officer
1	29/05/2024 16:55	Enquiry Raised	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....