

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-1629 - Pothole - Kirk Brae
Date: 07 December 2017 14:52:23
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[EIR-17-1629 - 20170201 687287.pdf](#)
[EIR-17-1629 - 20170201 687322.pdf](#)
[EIR-17-1629 - 20170201 687398.pdf](#)
[EIR-17-1629 - 20170203 687613.pdf](#)
[EIR-17-1629 - 20170206 687784.pdf](#)
[EIR-17-1629 - 20170207 688032.pdf](#)
[EIR-17-1629 - 20170207 688035.pdf](#)
[EIR-17-1629 - 20170207 688049.pdf](#)
[EIR-17-1629 - 20170207 688053.pdf](#)
[EIR-17-1629 - 20170207 688054.pdf](#)
[EIR-17-1629 - 20170207 688055.pdf](#)
[EIR-17-1629 - 20170207 688056.pdf](#)
[EIR-17-1629 - 20170207 688058.pdf](#)
[EIR-17-1629 - 20170208 688081.pdf](#)

Dear [REDACTED],

Thank you for your information request of 14 November 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Please provide a copy of the permanent records including all records of reported defects for the previous 7 days to 07 February 2017.

Please see all enquiry trace forms attached. The search performed relates to all enquiries for Kirk Brae raised between 31/01/2017 and 08/02/2017 relating to defects on the road.

Please note that third party names and personal details, as well as the names of ACC Officers who are below Head of Service level have been redacted (blacked out) from the attached report. This is because ACC considers that this information is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby give notice that we are refusing your request under the terms of Regulation 11(2) in conjunction with Regulation 11(3)(a)(i) – Personal Information - of the EIRs.

In making this decision ACC considered the following points:

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully) and second Data Protection Principle (personal information must only be processed for a specific and lawful purpose). ACC Officers who are below Head of Service level and third parties named within the attached document would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Information Compliance Team
Customer Service
Corporate Governance
Aberdeen City Council
3rd Floor North
Business Hub 17
Marischal College
Broad Street
ABERDEEN AB10 1AQ

foienquiries@aberdeencity.gov.uk

Tel 03000 200 292

*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk

Enquiry: 687287	Logged by: Contact Centre	on 01/02/2017 09:48															
Service: Roads Classification: Enquiry Subject: Pot Hole - Road Enquiry Ref: Desc.: Reference No : ROADS29037 Site (Street/Park/etc) : Kirk Brae Location : Cults First Type of Fault : Pothole First Fault Details : Large pothole on left side of road. Can cause damage to tyres. Additional Information : Pothole located more on the left hand side of road as entering Cults, just before the '30' sign change in speed, that brings you to Kirk Brae. Quite a big pothole. Name : [REDACTED] Address Line 1 : [REDACTED] Address Line 2 : [REDACTED] Telephone Number : [REDACTED] Email Address : [REDACTED]																	
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Area: Aberdeen South Location: KIRK BRAE more on the left hand side of road as entering Cults, just before the '30' sign change in speed, that brings you to Kirk Brae. Ward: 9 Lower Deeside Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads Contact: [REDACTED] Telephone: [REDACTED] Email: [REDACTED]																	
Customer: 690798 Name: [REDACTED] Address: [REDACTED] ABERDEEN [REDACTED]	Time: 01/02/2017 09:48 Method: Email Their Cust Ref: 101003735996 Telephone: [REDACTED] Email: [REDACTED]																
Current Status: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">No.</th> <th style="width: 25%;">Effective</th> <th style="width: 30%;">Status</th> <th style="width: 15%;">Officer</th> <th style="width: 15%;">Follow up Date</th> </tr> </thead> <tbody> <tr> <td>6</td> <td>01/02/2017 15:34:09</td> <td>Enquiry Closed Job Complete</td> <td>[REDACTED]</td> <td></td> </tr> <tr> <td colspan="5">Notes: Job 711879 - Contractor Completed, [REDACTED]</td> </tr> </tbody> </table>			No.	Effective	Status	Officer	Follow up Date	6	01/02/2017 15:34:09	Enquiry Closed Job Complete	[REDACTED]		Notes: Job 711879 - Contractor Completed, [REDACTED]				
No.	Effective	Status	Officer	Follow up Date													
6	01/02/2017 15:34:09	Enquiry Closed Job Complete	[REDACTED]														
Notes: Job 711879 - Contractor Completed, [REDACTED]																	
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No.	Effective	Status	Officer	Notes													
5	01/02/2017 11:45	Works Pending	[REDACTED]	Job 711879 - Order Printed, Works Order printed.													

14/11/2017

Enquiry Trace Form - Preview

Status history:

No.	Effective	Status	Officer	Notes
4	01/02/2017 11:19	Enquiry Raised	[REDACTED]	<p>Subject changed from "Roads / General Enquiry (R01/1100). Reference No : ROADS29037 Site (Street/Park/etc) : Kirk Brae Location : Cults First Type of Fault : Pothole First Fault Details : Large pothole on left side of road. Can cause damage to tyres. Additional Information : Pothole located more on the left hand side of road as entering Cults, just before the '30' sign change in speed, that brings you to Kirk Brae. Quite a big pothole.</p> <p>Name : [REDACTED] Address Line 1 : [REDACTED] [REDACTED] Address Line 2 : [REDACTED] Telephone Number : [REDACTED] Email Address : [REDACTED]</p>
3	01/02/2017 11:19	Enquiry Raised	[REDACTED]	<p>Reference No : ROADS29037 Site (Street/Park/etc) : Kirk Brae Location : Cults First Type of Fault : Pothole First Fault Details : Large pothole on left side of road. Can cause damage to tyres. Additional Information : Pothole located more on the left hand side of road as entering Cults, just before the '30' sign change in speed, that brings you to Kirk Brae. Quite a big pothole.</p> <p>Name : [REDACTED] Address Line 1 : [REDACTED] [REDACTED] Address Line 2 : [REDACTED] Telephone Number : [REDACTED] Email Address : [REDACTED]</p>
2	01/02/2017 09:48	Enquiry Raised	[REDACTED]	<p>Site amended - Old : CLOVA PARK (7600512) New : KIRK BRAE (7600214)</p>
1	01/02/2017 09:48	Enquiry Raised	[REDACTED]	

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:33:36

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 687322		Logged by: Contact Centre	on 01/02/2017 11:45
Service: Roads		Classification: Enquiry	
Subject: Pot Hole - Road		Enquiry Ref:	
Desc.: Reference No : ROADS29041 Site (Street/Park/etc) : Road Location : Kirk Brae, Cults Locational Details : Opposite side of road First Type of Fault : Pothole First Fault Details : Coming from Kingswells just at the edge of the Forest opening onto Kirk Brae, Cults Second Type of Fault : Poor Road Surface Second Fault Details : Additional Information : I burst a tyre this morning and damaged my steering on a Pothole - 23 inches wide starting at the nearside of the road toward the middle of the road, 3.5 inches deep. A number of cars burst tyres after me this morning at 8am, 1st Feb. Name : [REDACTED] Address Line 1 : [REDACTED] Postcode : [REDACTED] Telephone Number : [REDACTED] Email Address : [REDACTED]			
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: KIRK BRAE, Coming from Kingswells just after the Forest on Kirk Brae Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads			
		Area: Aberdeen South	Ward: 9 Lower Deeside
		Contact: [REDACTED]	Telephone: [REDACTED]
		Fax: [REDACTED]	Email: [REDACTED]
Customer: 690833		Time: 01/02/2017 11:45	Method: Email
Name: [REDACTED] Address: [REDACTED] [REDACTED]		Their Cust Ref: 101003736127 Telephone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]	
Current Status:			
No. Effective	Status	Officer	Follow up Date
5 01/02/2017 15:34:09	Enquiry Closed Job Complete	[REDACTED]	
Notes: Job 711879 - Contractor Completed, [REDACTED]			

Status history:

No.	Effective	Status	Officer	Notes
4	01/02/2017 13:41	Works Pending		<p>Reference No : ROADS29041 Site (Street/Park/etc) : Roac Location : Kirk Brae, Cults Locational Details : Opposite side of road First Type of Fault : Pothole First Fault Details : Coming from Kingswells just at the edge of the Forest opening onto Kirk Brae, Cults Second Type of Fault : Poor Road Surface Second Fault Details : Additional Information : I burst a tyre this morning and damaged my steering on a Pothole - 23 inches wide starting at the nearside of the road toward the middle of the road, 3.5 inches deep. A number of cars burst tyres after me this morning at 8am, 1st Feb.</p> <p>Name : Address Line 1 : Postcode : Telephone Number : Email Address :</p>
3	01/02/2017 13:38	Works Pending		<p>Subject changed from "Roads / General Enquiry (R01/1100). Job 711879 - Order Printed, Works Order printed. Job 711879 - Order Printed, Works Order printed.</p>
2	01/02/2017 11:45	Works Pending		
1	01/02/2017 11:45	Enquiry Raised		

Revised Status:

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 687398	Logged by: Contact Centre	on 01/02/2017 17:28
Service: Roads	Classification: Enquiry	
Subject: Pot Hole - Road	Enquiry Ref:	
Desc.: ROADS29047 Site (Street/Park/etc) : Road Location : Back road Kingswells to Cults. Heading out of woods into Cults towards Kirk Brae, large pothole on left hand side of road. Quite a few cars with burst tyres today. . First Type of Fault : Pothole Additional Information : Pictures taken of pothole		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: back road KINGSWELLS TO CULTS Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		
		Area: Aberdeen South Ward: 9 Lower Deeside Contact: [REDACTED] Telephone: [REDACTED] Email: [REDACTED]
Customer: 690909	Time: 01/02/2017 17:28	Method: Email
Name: [REDACTED] Address: [REDACTED] [REDACTED]		Their Cust Ref: 101003736396 Telephone: [REDACTED] Email: [REDACTED]
Current Status:		
No. Effective	Status	Officer
5 06/02/2017 07:06:56	Enquiry Closed Job Complete	[REDACTED]
Notes: ROADS29047 Site (Street/Park/etc) : Road Location : Back road Kingswells to Cults. Heading out of woods into Cults towards Kirk Brae, large pothole on left hand side of road. Quite a few cars with burst tyres today. . First Type of Fault : Pothole Additional Information : Pictures taken of pothole		
Status history:		
No. Effective	Status	Officer
4 01/02/2017 15:34	Enquiry Closed Job Complete	[REDACTED]
3 01/02/2017 17:28	Enquiry Raised	[REDACTED]
2 01/02/2017 17:28	Enquiry Raised	[REDACTED]
1 01/02/2017 17:28	Enquiry Raised	[REDACTED]
Notes Job 711879 - Contractor Completed [REDACTED] Site amended - Old : C128C A944 AT KINGSWELLS VIA KINGSHILL A (7602878) New : KIRK BRAE (7600214) Subject changed from "Roads / General Enquiry (R01/1100)"		
Revised Status:		

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:36:39

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 687613	Logged by: Contact Centre	on 03/02/2017 15:06
Service: Roads		
Classification: Claim		
Subject: Claims - Roads		
Enquiry Ref:		
Desc.: Hit a pothole on Wednesday 1st February at approx. 8am, burst his tyre and damaged the wheel - wants a claim for sent out <div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div>		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY		
Site Address: KIRK BRAE		Area: Aberdeen South
Location: Kirk Brae - at top		Ward: 9 Lower Deeside
Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		Contact: <div style="background-color: black; width: 100px; height: 15px;"></div>
		Telephone: <div style="background-color: black; width: 100px; height: 15px;"></div>
		Fax: <div style="background-color: black; width: 100px; height: 15px;"></div>
		Email: <div style="background-color: black; width: 150px; height: 15px;"></div>
<hr/>		
Customer: 691126	Time: 03/02/2017 15:06	
Method: Telephone		
Name: <div style="background-color: black; width: 100px; height: 15px;"></div>		Their Cust Ref: 101003736396
Address: <div style="background-color: black; width: 150px; height: 15px;"></div>		Telephone: <div style="background-color: black; width: 100px; height: 15px;"></div>
		Fax: <div style="background-color: black; width: 100px; height: 15px;"></div>
		Email: <div style="background-color: black; width: 150px; height: 15px;"></div>
<hr/>		
Current Status:		
No. Effective	Status	Officer
3 06/02/2017 09:36:18	Enquiry Closed	<div style="background-color: black; width: 100px; height: 15px;"></div>
Notes: claim pack sent		
<hr/>		
Status history:		
No. Effective	Status	Officer
2 03/02/2017 15:35	Enquiry Raised	<div style="background-color: black; width: 100px; height: 15px;"></div>
1 03/02/2017 15:06	Enquiry Raised	ROAD OFFICER
<hr/>		
Revised Status:		

Name : Signed : Date : Time :

 Report generated by :

14:38:06

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 687784	Logged by: Contact Centre	on 06/02/2017 13:26
Service: Roads		
Classification: Claim		
Subject: Claims - Roads		
Enquiry Ref:		
Desc.: CAR DAMAGED ON WEDNESDAY 1ST FEB- POTHOLE AT THE BEGINING OF KIRK BRAE AT THE COUNTESSWELLS END. CAR REG [REDACTED] REQUIRED 2 NEW TYRESAND A NEW WHEEL AND WHEEL ALIMENT WAS DONE- [REDACTED]		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY		
Site Address: KIRK BRAE		Area: Aberdeen South
Location: KIRK BRAE/COUNTESSWELLS ROAD		Ward: 9 Lower Deeside
Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		Contact: [REDACTED]
		Telephone: [REDACTED]

Customer: 691297	Time: 06/02/2017 13:26	Method: Telephone
Name: [REDACTED]		
Address: [REDACTED]		
Their Cust Ref: 101003748386		
Telephone: [REDACTED]		

Current Status:			
No. Effective	Status	Officer	Follow up Date
3	06/02/2017 14:17:59 Enquiry Closed	[REDACTED]	
Notes: claim pack sent			

Status history:			
No. Effective	Status	Officer	Notes
2	06/02/2017 13:47 Enquiry Raised	[REDACTED]	
1	06/02/2017 13:26 Enquiry Raised	ROAD OFFICER	

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:40:48

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688032 Service: Roads Subject: General Enquiry Desc.: Pothole in road	Logged by: Contact Centre Classification: Defect Report Enquiry Ref:	on 07/02/2017 17:12
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: Kirk Brae - approx 1 mile from Cults toward new development Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		
Area: Aberdeen South Ward: 9 Lower Deeside Contact: [REDACTED] Telephone: [REDACTED] Fax: [REDACTED]		
Customer: 691546 Name: [REDACTED] Address: [REDACTED] [REDACTED]	Time: 07/02/2017 17:12 Method: Telephone Their Cust Ref: 101003752812 Telephone: [REDACTED] Fax: [REDACTED]	

Current Status:			
No. Effective	Status	Officer	Follow up Date
3 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]	
Notes: Job 712125 - Job Closed			
Status history:			
No. Effective	Status	Officer	Notes
2 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]	Job 712125 - Contractor Completed
1 07/02/2017 17:12	Enquiry Raised	[REDACTED]	

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:42:18

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688035	Logged by: Contact Centre	on 07/02/2017 18:26
Service: Roads		
Classification: Defect Report		
Subject: General Enquiry		
Enquiry Ref:		
Desc.: ON ROAD BETWEEN COUNTESSWELLS AND KINGSWELLS, AS YOU EXIT FOREST NEXT TO CULTS GOING TOWARDS KINGSWELLS. LARGE POT HOLE HAS PUNCTURED TYPE. OOH TEAM CALLED IN EMERGENCY, TO BE FOLLOWED UP BY ROADS TEAM TOMORROW.		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY		
Site Address: KIRK BRAE		Area: Aberdeen South
Location: COUNTESSWELLS ROAD		Ward: 9 Lower Deeside
Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		Contact: [REDACTED]
		Email: [REDACTED]
Customer: 691549		
Time: 07/02/2017 18:26		Method: Telephone
Name: [REDACTED]		Their Cust Ref: 101003752819
Address:		Email: [REDACTED]
Current Status:		
No. Effective	Status	Officer
4 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]
Notes: Job 712125 - Job Closed		
Status history:		
No. Effective	Status	Officer
3 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]
2 07/02/2017 18:26	Enquiry Raised	[REDACTED]
1 07/02/2017 18:26	Enquiry Raised	[REDACTED]
Notes: Job 712125 - Contractor Completed Site amended - Old : COUNTESSWELLS ROAD (7600624) New : KIRK BRAE (7600214)		
Revised Status:		

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:44:02

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688049	Logged by: Contact Centre	on 07/02/2017 22:20																				
Service: Roads	Classification: Defect Report																					
Subject: General Enquiry	Enquiry Ref:																					
Desc.: Reference No : ROADS29094 Site (Street/Park/etc) : Kirk Brae, Cults Location : In the forest section of the road, Just after the Ladyhill Road junction, travelling towards Kingswells First Type of Fault : Pothole First Fault Details : Really deep pothole. Will seriously damage cars Additional Information : Travelling up Kirk Brae from Cults, after passing Ladyhill Road on the left, road twists through the forest. Huge bang as my car hit the deep pothole. Very dangerous. Needs immediate repair. Will cause a crash																						
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: KIRK BRAE Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads																						
		Area: Aberdeen South Ward: 9 Lower Deeside Contact: [REDACTED] Email: [REDACTED]																				
Customer: 691563	Time: 07/02/2017 22:20	Method: Email																				
Name: [REDACTED] Address: [REDACTED] [REDACTED]		Their Cust Ref: 101002555960 Email: [REDACTED]																				
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4	06/07/2017 15:17:10	Enquiry Closed	[REDACTED]																			
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No.	Effective	Status	Officer	Notes																		
3	08/02/2017 09:11	Enquiry Closed Job Complete	[REDACTED]	Reference No : ROADS29094 Site (Street/Park/etc) : Kirk Brae, Cults Location : In the forest section of the road, Just after the Ladyhill Road junction, travelling towards Kingswells First Type of Fault : Pothole First Fault Details : Really deep pothole. Will seriously damage cars Additional Information : Travelling up Kirk Brae from Cults, after passing Ladyhill Road on the left, road twists through the forest. Huge bang as my car hit the deep pothole. Very dangerous. Needs immediate repair. Will cause a crash																		
2	08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]	Job 712125 - Contractor Completed																		
1	07/02/2017 22:20	Enquiry Raised	[REDACTED]																			
Revised Status:																						

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:45:32

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688053	Logged by: Contact Centre	on 07/02/2017 22:48
Service: Roads	Classification: Defect Report	
Subject: General Enquiry	Enquiry Ref:	
Desc.: Reference No : ROADS29096 Site (Street/Park/etc) : Kirk Brae to Blacktop Road Location : close to Ladyhill Junction First Type of Fault : Pothole First Fault Details : Very bad pothole - damaging peoples vehicles - road unlit so not visible Second Type of Fault : Pothole Second Fault Details : Numerous other potholes - not great when it's a diversion route Additional Information : At least two vehicles have pulled over owing to damage		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: KIRK BRAE Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		
		Area: Aberdeen South Ward: 9 Lower Deeside Contact: [REDACTED] Telephone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]
Customer: 691567	Time: 07/02/2017 22:48	Method: Email
Name: [REDACTED] Address: [REDACTED] [REDACTED]		Their Cust Ref: 101001831141 Telephone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]
Current Status:		
No. Effective	Status	Officer
4 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]
Notes: Job 712125 - Job Closed		
Status history:		
No. Effective	Status	Officer
3 08/02/2017 09:11	Enquiry Closed Job Complete	[REDACTED]
		Reference No : ROADS29096 Site (Street/Park/etc) : Kirk Brae to Blacktop Road Location : close to Ladyhill Junction First Type of Fault : Pothole First Fault Details : Very bad pothole - damaging peoples vehicles - road unlit so not visible Second Type of Fault : Pothole Second Fault Details : Numerous other potholes - not great when it's a diversion route Additional Information : At least two vehicles have pulled over owing to damage
2 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]
		Job 712125 - Contractor Completed
1 07/02/2017 22:48	Enquiry Raised	[REDACTED]
Revised Status:		

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:47:29

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688054	Logged by: Contact Centre	on 07/02/2017 22:53
Service: Roads Classification: Defect Report Subject: General Enquiry Enquiry Ref: Desc.: Reference No : ROADS29097 Site (Street/Park/etc) : road near ladyhill junction Location : road between cults and kingswells Locational Details : Opposite side of road First Type of Fault : Pothole First Fault Details : massive pothole Additional Information : has damaged my car!! on left hand side carriageway when travelling from cults to kingswells. just beyond junction with ladyhill road. no road lighting and therefore cant be seen. 7 Feb 2017 18.09pm		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Area: Aberdeen South Location: LADYHILL ROAD Ward: 9 Lower Deeside Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads Contact: [REDACTED] Telephone: [REDACTED] Email: [REDACTED]		
Customer: 691568 Name: [REDACTED] Address: [REDACTED] [REDACTED]	Time: 07/02/2017 22:53 Method: Email Their Cust Ref: 101002139775 Telephone: [REDACTED] Email: [REDACTED]	

Current Status:			
No. Effective	Status	Officer	Follow up Date
5 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]	
Notes: Job 712125 - Job Closed			

Status history:			
No. Effective	Status	Officer	Notes
4 08/02/2017 09:11	Enquiry Closed Job Complete	[REDACTED]	Reference No : ROADS29097 Site (Street/Park/etc) : road near ladyhill junction Location : road between cults and kingswells Locational Details : Opposite side of road First Type of Fault : Pothole First Fault Details : massive pothole Additional Information : has damaged my car!! on left hand side carriageway when travelling from cults to kingswells. just beyond junction with ladyhill road. no road lighting and therefore cant be seen. 7 Feb 2017 18.09pm
3 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]	Job 712125 - Contractor Completed
2 07/02/2017 22:53	Enquiry Raised	[REDACTED]	Site amended - Old : ROAD BAILLIESWELLS ROAD VIA LADYHILL TO (7603402) New : KIRK BRAE (7600214)
1 07/02/2017 22:53	Enquiry Raised	[REDACTED]	

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:48:49

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688055	Logged by: Contact Centre	on 07/02/2017 23:08
Service: Roads	Classification: Defect Report	
Subject: General Enquiry	Enquiry Ref:	
Desc.: Reference No : ROADS29099 Site (Street/Park/etc) : Street Location : Kirk Brae just past the opening to Ladyhill Road on the north bound lane. First Type of Fault : Pothole First Fault Details : Huge pothole has opened up. Can only be avoided by moving into opposite lane. Additional Information : I just hit the pole hole at approximately 35mph and it has punctured my tyre. You are on it before you know it giving no time to avoid and if you can you need to move into oncoming traffic. Extremely dangerous on an unlit road and a fast bend. Can you please send me a claims form		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: KIRK BRAE Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		
		Area: Aberdeen South Ward: 9 Lower Deeside Contact: [REDACTED] Telephone: [REDACTED] Email: [REDACTED]
Customer: 691569	Time: 07/02/2017 23:08	Method: Email
Name: [REDACTED] Address: [REDACTED] [REDACTED]		Their Cust Ref: 101003756476 Telephone: [REDACTED] Email: [REDACTED]
Current Status:		
No. Effective	Status	Officer
4 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]
Notes: Job 712125 - Job Closed		
Status history:		
No. Effective	Status	Officer
3 08/02/2017 09:12	Enquiry Closed Job Complete	[REDACTED]
		Reference No : ROADS29099 Site (Street/Park/etc) : Street Location : Kirk Brae just past the opening to Ladyhill Road on the north bound lane. First Type of Fault : Pothole First Fault Details : Huge pothole has opened up. Can only be avoided by moving into opposite lane. Additional Information : I just hit the pole hole at approximately 35mph and it has punctured my tyre. You are on it before you know it giving no time to avoid and if you can you need to move into oncoming traffic. Extremely dangerous on an unlit road and a fast bend. Can you please send me a claims form
2 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]
		Job 712125 - Contractor Completed
1 07/02/2017 23:08	Enquiry Raised	[REDACTED]

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:49:55

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688056	Logged by: Contact Centre	on 07/02/2017 23:13
Service: Roads	Classification: Defect Report	
Subject: General Enquiry	Enquiry Ref:	
Desc.: Reference No : ROADS29100 Site (Street/Park/etc) : Kirk Brae from Cults to Kingswells Location : Just after the Ladyhill Road junction when heading towards Kingswells First Type of Fault : Pothole First Fault Details : Caused damage to wheel & tyre Additional Information : On the LHS of road, but obscured in a puddle. It has burst my tyre & damaged the wheel.		
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Location: KIRK BRAE Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads		
		Area: Aberdeen South Ward: 9 Lower Deeside Contact: [REDACTED] Telephone: [REDACTED] Email: [REDACTED]
Customer: 691570	Time: 07/02/2017 23:13	Method: Email
Name: [REDACTED] Address: [REDACTED] [REDACTED]		Their Cust Ref: 101003756481 Telephone: [REDACTED] Email: [REDACTED]
Current Status:		
No. Effective	Status	Officer
4 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]
Notes: Job 712125 - Job Closed		
Status history:		
No. Effective	Status	Officer
3 08/02/2017 09:12	Enquiry Closed Job Complete	[REDACTED]
		Reference No : ROADS29100 Site (Street/Park/etc) : Kirk Brae from Cults to Kingswells Location : Just after the Ladyhill Road junction when heading towards Kingswells First Type of Fault : Pothole First Fault Details : Caused damage to wheel & tyre Additional Information : On the LHS of road, but obscured in a puddle. It has burst my tyre & damaged the wheel.
2 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]
1 07/02/2017 23:13	Enquiry Raised	[REDACTED]
Revised Status:		

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:50:51

Enquiry: 688058

Logged by: Contact Centre

on 07/02/2017 23:37

Service: Roads

Classification: Defect Report

Subject: General Enquiry

Enquiry Ref:

Desc.: AO : ACC Roads Response service,

Reference No : ROADS29098

Site (Street/Park/etc) : Road from Cults to Kingswells

Location : Abt 1 mile from Cults on a series of bends, under trees.

Locational Details : Opposite side of road

First Type of Fault : Pothole

Additional Information : Driving home at 6 pm hit the above reported pot hole. Hole is filled with water so cannot be seen in the dark.

Name :

Address Line 1 :

Address Line 2 :

Postcode :

Telephone Number :

Email Address :

Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY

Site Address: KIRK BRAE

Location: Cults to Kingswells road

Site Notes: Owner: 1; type: Roads Maintained. Maintained by:
RD03-Roads

Area: Aberdeen South

Ward: 9 Lower Deeside

Contact:

Telephone:

Email:

Customer: 691572

Time: 07/02/2017 23:37

Method: Email

Name:

Address:

Their Cust Ref: 101003756486

Telephone:

Email:

Current Status:

No. Effective	Status	Officer	Follow up Date
5 06/07/2017 15:17:10	Enquiry Closed		
Notes: Job 712125 - Job Closed			

Status history:

No. Effective	Status	Officer	Notes
4 08/02/2017 09:23	Enquiry Closed Job Complete		AO : ACC Roads Response service, Reference No : ROADS29098 Site (Street/Park/etc) : Road from Cults to Kingswells Location : Abt 1 mile from Cults on a series of bends, under trees. Locational Details : Opposite side of road First Type of Fault : Pothole Additional Information : Driving home at 6 pm hit the above reported pot hole. Hole is filled with water so cannot be seen in the dark. Name : Address Line 1 : Address Line 2 : Postcode : Telephone Number : Email Address :
3 08/02/2017 09:01	Enquiry Closed Job Complete		Job 712125 - Contractor Completed

14/11/2017

Enquiry Trace Form - Preview

Status history:			
No. Effective	Status	Officer	Notes
2 07/02/2017 23:37	Enquiry Raised		Site amended - Old : C128C A944 AT KINGSWELLS VIA KINGSHILL A (7602878) New : KIRK BRAE (7600214)
1 07/02/2017 23:37	Enquiry Raised		

Revised Status:

Name : Signed : Date : Time :

Report generated by :

14:52:44

14/11/2017

Enquiry Trace Form - Preview

Enquiry: 688081	Logged by: Contact Centre	on 08/02/2017 09:54																				
Service: Roads Classification: Defect Report Subject: General Enquiry Enquiry Ref: Desc.: Reference No : ROADS29112 Site (Street/Park/etc) : Road Location : Culter - kingswells road (following on from Kirk brae) Locational Details : Opposite side of road First Type of Fault : Pothole Additional Information : heading towards kingswells from culter via kirk brae, between leaving cults & heading up the backroad before the turn off to the new housing estate there are a number of potholes however one of them has caused my alloy to dent resulting in a new alloy being required.																						
Site: KIRK BRAE (7600214), CULTS, ABERDEEN, ABERDEEN CITY Site Address: KIRK BRAE Area: Aberdeen South Location: Cults - Kingshill Road - ST Ward: 9 Lower Deeside Site Notes: Owner: 1; type: Roads Maintained. Maintained by: RD03-Roads Contact: [REDACTED] Telephone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]																						
Customer: 691595	Time: 08/02/2017 09:54	Method: Email																				
Name: [REDACTED] Their Cust Ref: 101003756559 Address: [REDACTED] Telephone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]																						
Current Status: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>No. Effective</th> <th>Status</th> <th>Officer</th> <th>Follow up Date</th> </tr> </thead> <tbody> <tr> <td>5 06/07/2017 15:17:10</td> <td>Enquiry Closed</td> <td>[REDACTED]</td> <td></td> </tr> <tr> <td colspan="4">Notes: Job 712125 - Job Closed</td> </tr> </tbody> </table>			No. Effective	Status	Officer	Follow up Date	5 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]		Notes: Job 712125 - Job Closed											
No. Effective	Status	Officer	Follow up Date																			
5 06/07/2017 15:17:10	Enquiry Closed	[REDACTED]																				
Notes: Job 712125 - Job Closed																						
Status history: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>No. Effective</th> <th>Status</th> <th>Officer</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>4 08/02/2017 10:42</td> <td>Enquiry Closed Job Complete</td> <td>[REDACTED]</td> <td>Reference No : ROADS29112 Site (Street/Park/etc) : Road Location : Culter - kingswells road (following on from Kirk brae) Locational Details : Opposite side of road First Type of Fault : Pothole Additional Information : heading towards kingswells from culter via kirk brae, between leaving cults & heading up the backroad before the turn off to the new housing estate there are a number of potholes however one of them has caused my alloy to dent resulting in a new alloy being required.</td> </tr> <tr> <td>3 08/02/2017 09:01</td> <td>Enquiry Closed Job Complete</td> <td>[REDACTED]</td> <td>Job 712125 - Contractor Completed</td> </tr> <tr> <td>2 08/02/2017 09:54</td> <td>Enquiry Raised</td> <td>[REDACTED]</td> <td>Site amended - Old : C128C A944 AT KINGSWELLS VIA KINGSHILL A (7602878) New : KIRK BRAE (7600214)</td> </tr> <tr> <td>1 08/02/2017 09:54</td> <td>Enquiry Raised</td> <td>[REDACTED]</td> <td></td> </tr> </tbody> </table>			No. Effective	Status	Officer	Notes	4 08/02/2017 10:42	Enquiry Closed Job Complete	[REDACTED]	Reference No : ROADS29112 Site (Street/Park/etc) : Road Location : Culter - kingswells road (following on from Kirk brae) Locational Details : Opposite side of road First Type of Fault : Pothole Additional Information : heading towards kingswells from culter via kirk brae, between leaving cults & heading up the backroad before the turn off to the new housing estate there are a number of potholes however one of them has caused my alloy to dent resulting in a new alloy being required.	3 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]	Job 712125 - Contractor Completed	2 08/02/2017 09:54	Enquiry Raised	[REDACTED]	Site amended - Old : C128C A944 AT KINGSWELLS VIA KINGSHILL A (7602878) New : KIRK BRAE (7600214)	1 08/02/2017 09:54	Enquiry Raised	[REDACTED]	
No. Effective	Status	Officer	Notes																			
4 08/02/2017 10:42	Enquiry Closed Job Complete	[REDACTED]	Reference No : ROADS29112 Site (Street/Park/etc) : Road Location : Culter - kingswells road (following on from Kirk brae) Locational Details : Opposite side of road First Type of Fault : Pothole Additional Information : heading towards kingswells from culter via kirk brae, between leaving cults & heading up the backroad before the turn off to the new housing estate there are a number of potholes however one of them has caused my alloy to dent resulting in a new alloy being required.																			
3 08/02/2017 09:01	Enquiry Closed Job Complete	[REDACTED]	Job 712125 - Contractor Completed																			
2 08/02/2017 09:54	Enquiry Raised	[REDACTED]	Site amended - Old : C128C A944 AT KINGSWELLS VIA KINGSHILL A (7602878) New : KIRK BRAE (7600214)																			
1 08/02/2017 09:54	Enquiry Raised	[REDACTED]																				
Revised Status:																						

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:53:54