

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-0772 - Kepplehills Road
Date: 13 June 2017 11:25:03
Attachments: [Kepplehills Road Reports.pdf](#)
[Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED]

Thank you for your information request of 21 May 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

1. I would like to know the dates other complaints had been made relating to Kepplehills Road from 11 November 2016 to 28 February 2017.

Please see attached reports under 'Customer Services', please note these are enquiries rather than official complaints. We have received no official complaints for this area. To clarify, Aberdeen City Council follows the Scottish Local Authority Complaints Handling Procedure. Under this procedure, a "complaint" is defined as 'an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf'. There are some topics that cannot be considered as a "complaint", such as a first time request for a service e.g. road or pavement repair. For more information please visit

http://www.aberdeencity.gov.uk/council_government/feedback_complaints/crc_whatisacomplaint.asp

There have been no complaints received regarding Kepplehills Road between 11th November 2016 and 28th February 2017.

2. What information was in the other complaints?

Please see response to question 1.

3. I would also like to know what actions and the date, Aberdeen City Council arranged to have the problems fixed?

Please see attached report 'maintenance management'.

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

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.

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*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

Effective: 11/11/2016 to 28/02/2017
 Contract: Roads Contract (General Maint) (RD01)
 Site: KEPPLEHILLS ROAD (7600382)

Service: Footways
 Display Action Officer: No

Site: KEPPLEHILLS ROAD (7600382)			Locality: BUCKSBURN, ABERDEEN, ABERDEEN CITY			Area: Aberdeen North		
Maintenance Management								
Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order	
Asset:	1,000.00	Asset - Locn.: N/02/1348 - KEPPLEHILLS ROAD		Feature Type: RDS Road Section		Area: Aberdeen North		
188214	Investigate blocked gully and repair	as attached plan - [REDACTED]	.RD 14 Day	Job Closed	04/11/2014	21/11/2016	Act.	RD01/8907
709969	clean and jet 4 gullies. (Blocked Gully)	From lampost No15 down to lampost No7	.RD 7 Day	Job Closed	15/11/2016	22/11/2016	Act.	RD01/25182
710325	Clean and jet 3 gullies. (Blocked Gully)	From outside swimming pool to carpark entrance.	.RD 14 Day	Contractor Completed	01/12/2016	02/12/2016	Act.	RD01/25379
710326	clean and jet 2 gullies. (Blocked Gully)	Outside No's 18 and 34.	.RD 14 Day	Contractor Completed	01/12/2016	02/12/2016	Act.	RD01/25379
710327	320x270x50, pothole. (Pot Hole)	No40.	.RD 7 Day	Contractor Completed	01/12/2016	02/12/2016	Act.	RD01/25373
710328	630x600x50, pothole. (Pot Hole)	Entrance into Kepplehills Drive.	.RD 7 Day	Contractor Completed	01/12/2016	02/12/2016	Act.	RD01/25373
710329	510x500x50, + 2xpotholes of various sizes. (Pot Hole)	No34.	.RD 7 Day	Contractor Completed	01/12/2016	08/12/2016	Act.	RD01/25373
711493	clean and jet gully. (Blocked Gully)	Lampost No15	.RD 14 Day	Contractor Completed	23/01/2017	01/03/2017	Act.	RD01/26284
712378	Clean and jet 2 gullies. (Blocked Gully)	At lampost No7 and across from lampost No7.	.RD 7 Day	Contractor Completed	14/02/2017	03/03/2017	Act.	RD01/26139
712883	clean and jet gully	o/s bucksburn clinic	.RD 14 Day	Contractor Completed	27/02/2017	25/02/2017	Act.	
Asset:	1,002.00	Asset - Locn.: 1 - Inverurie Road - Newhills Road-carriageway		Feature Type: RDS Carriageway		Area: Aberdeen North		
66047	1x600x600x70 pothole (Pot Hole)	outside No34 - DUPLICATE	.RD 14 Day	Job Closed	05/01/2010			
152034	refresh 500yds of center line road markings (Road Marking)	from Newhills Avenue to Swimming Pool	.RD 28 Day	Job Cancelled	17/08/2010			
Asset:	10,013.00	Asset - Locn.: 14 - 2ND W MARLPOL PL		Feature Type: SL - Street Lamp		Area: Aberdeen North		
525929	Light Out - LAMPS 3 & 9 LIVE FEED AND LAMP 14 NOT LIVE FEED NOT WORKING . THANK YOU (Enquiry 649032)	KEPPLEHILLS ROAD - LAMPS 3 / 9 & 14 NOT WORKING - DW	.Routine Maintenance	Job Closed	22/12/2015	24/03/2017	Act.	SL01/98840
Asset:	100,024.00	Asset - Locn.: 9051006406 - [REDACTED] KEPPLEHILLS ROAD, BUCKSBURN, AB21 1		Feature Type: W - Domestic Waste Property		Area: Aberdeen North		
123666	Waste Other - more bio liners please (Enquiry 113978)	[REDACTED] kepplehills road - aw	.Routine Maintenance	Job Cancelled	26/05/2010			
Asset:	100,050.00	Asset - Locn.: 9051013409 - [REDACTED] KEPPLEHILLS ROAD, BUCKSBURN, AB21 1		Feature Type: W - Domestic Waste Property		Area: Aberdeen North		
88941	New Bin Request - new to property and requires recycling box and bag and also food caddy and bio liners-jd (Enquiry 106263)	[REDACTED] kepplehills road	.Routine Maintenance	Job Cancelled	20/04/2010			

30/05/2017

Site History Report

Page 1 of 1

Effective: 11/11/2016 to 28/02/2017		Service: Roads
Display Action Officer: No		Site: KEPPLEHILLS ROAD (7600382)
Site: KEPPLEHILLS ROAD (7600382)	Locality: BUCKSBURN, ABERDEEN, ABERDEEN CITY	Area: Aberdeen North

Customer Services

Enquiry No.: 688443	Logged by: Contact Centre	on: 10/02/2017 12:20	Enquiry Ref:
Service: Roads	Subject: Claims - Roads	Classification: Claim	
Desc.: [REDACTED] accident caused by ice on the road 30/01/2017. [REDACTED] had reported standing water on the road caused by blocked gully on 13/01 - confirm ID 101000533174			
Location: Kepplehills Road		Contact: [REDACTED]	

Enquiry No.: 685402	Logged by: Contact Centre	on: 13/01/2017 01:45	Enquiry Ref:
Service: Roads	Subject: General Enquiry	Classification: Defect Report	
Desc.: DRAINAGE15878			
Site (Street/Park/etc) : Kepplehills road			
Location : Between swimming pool and beacon centre			
First Type of Fault : Water Flowing From/To Side of Roads			
Second Type of Fault : Blocked Gully			
Additional Information : Also water leaking on pavement since new flats went up			
Location: Kepplehills road Between swimming pool and beacon centre		Contact: [REDACTED]	

Effective: 11/11/2016 to 28/02/2017		Service: Drainage	
Display Action Officer: No		Site: KEPPLEHILLS ROAD (7600382)	
Site: KEPPLEHILLS ROAD (7600382)		Locality: BUCKSBURN, ABERDEEN, ABERDEEN CITY	Area: Aberdeen North
Customer Services			
Enquiry No.: 690297	Logged by: Contact Centre	on: 28/02/2017 11:11	Enquiry Ref:
Service: Drainage	Subject: Blocked Gully	Classification: Defect Report	
Desc.: DRAIN BLOCKED AT NEWHILL CHURCH			
Location: KEPPLEHILLS ROAD	Contact: [REDACTED]		
Enquiry No.: 689625	Logged by: Contact Centre	on: 21/02/2017 21:19	Enquiry Ref:
Service: Drainage	Subject: Drain Overflowing	Classification: Enquiry	
Desc.: Reference No : DRAINAGE15931			
Site (Street/Park/etc) : Street			
Location : Kepplehills road, Bucksburn, slightly down and opposite new build flat on former cloverleaf site			
Locational Details : Opposite side of road			
First Type of Fault : Water Flowing From/To Side of Roads			
First Fault Details : water coming up though a drainage system from new built flats			
Additional Information : Water coming up thought the drainage system and running down the pavement on to the road, this is part of the drainage system that was put in for new flat development on former site of cloverleaf hotel it was a drain put in on opposite side of road before flat were built and the builders should be putting it right not the tax payers as the problem started when the drain went in last year.			
Location: KEPPLEHILLS ROAD	Contact: [REDACTED]		
Enquiry No.: 688211	Logged by: Contact Centre	on: 08/02/2017 22:07	Enquiry Ref:
Service: Drainage	Subject: Drain Overflowing	Classification: Enquiry	
Desc.: FAO : ACC Roads Response service,			
Reference No : PATHS17801			
Site (Street/Park/etc) : Kepplehills Road, Bucksburn, approx location beside lamppost number 11			
Location : Public pathway			
Locational Details : In footpath or lane			
First Type of Fault : Other			
First Fault Details : Water continuously leaking from new drains installed a few months ago. It's at opposite side of road from the Beacon Centre top gate, beside dog waste bin and lamppost no.11.			
Second Type of Fault : Other			
Second Fault Details : Ice forming at times and posing a great danger to pedestrians			
Additional Information : This leaking water has been commented on by many but has anyone reported it?? We passed the other evening in the dark and it is lethal when icy. Please assess asap.			
Location: BESIDE LAMP 11	Contact: [REDACTED]		

Effective: 11/11/2016 to 28/02/2017

Service: Drainage

Display Action Officer: No

Site: KEPPLEHILLS ROAD (7600382)

Customer Services

Enquiry No.: 687460

Logged by: Contact Centre

on: 02/02/2017 12:07

Service: Drainage

Subject: Drain Overflowing

Classification: Enquiry

Enquiry Ref:

Desc.: FAO : ACC Roads Response service,

Reference No : DRAINAGE15906

Site (Street/Park/etc) : Kepplehill road

Location : Bucksburn

Locational Details : Opposite side of road

First Type of Fault : Water Flowing From/To Side of Roads

Second Type of Fault : Other

Second Fault Details : new drainage on the pavement leaking & very slippery

Additional Information : The drain is opposite the Swimming pool has been blocked for over a year, water flows down the road and across to the front of the new school entrance, which in turn then freezes over, making it very slippery also new drainage on pavement which also leaking a lot causing it to become again very slippery when frozen

Name : [REDACTED]

Telephone Number : [REDACTED]

Email Address : [REDACTED]

Location: Kepplehill Road

Contact: [REDACTED]

Enquiry No.: 686091

Logged by: Contact Centre

on: 19/01/2017 14:06

Service: Drainage

Subject: Blocked Gully

Classification: Enquiry

Enquiry Ref:

Desc.: Overflowing gully - near the community centre and across from the new Stewart Milne development.

Location: Kepplehill Road - near Beacon Community centre

Contact: [REDACTED]

Plot Number: 1,000.00

Feature Id - Location: N/02/1348 - KEPPLEHILLS ROAD

Feature Type: RDS Road Section

Job Number: 711493

Defect Number: 462287

Enquiry No.: 679727

Logged by: Contact Centre

on: 11/11/2016 17:34

Service: Drainage

Subject: Blocked Gully

Classification: Enquiry

Enquiry Ref:

Desc.: Reference No: DRAINAGE15828. Site (Street/Park/etc): Kepplehill road bucksburn. Location: Near the beacon community centre. First Type of Fault: Blocked Gully. First Fault Details: Water flowing across the road due to blocked drain. Additional Information: Worried due to frost this road becomes very dangerous with ice

Name: [REDACTED] Telephone Number: [REDACTED] Email Address: [REDACTED]

Location: KEPPLEHILLS ROAD, BUCKSBURN - DRAINAGE15828 - [REDACTED]

Contact: [REDACTED]

Plot Number: 1,000.00

Feature Id - Location: N/02/1348 - KEPPLEHILLS ROAD

Feature Type: RDS Road Section

Job Number: 709969