
From: Willie Gallagher
Sent: 29 July 2008 15:17
To: David.Smith@carillionplc.com; Graeme Barclay
Subject: FW: TRAMWORKS - Are lessons really being learned? - I THINK NOT!!

How can this happen twice in succession? Can it be resolved as a matter of urgency and actions taken for it not to happen again. Jenny Dawe is the Leader of the City of Edinburgh Council if you are not aware.

Willie

From: Arkay Imaging Limited [<mailto:print@arkay-imaging.com>]
Sent: 29 July 2008 10:49
To: Willie Gallagher
Cc: Susan Clark; Tom.Buchanan@edinburgh.gov.uk; Jenny.Dawe@edinburgh.gov.uk; Gordon
Subject: TRAMWORKS - Are lessons really being learned? - I THINK NOT!!

Dear Mr Gallacher,

It has been stated on more than one occasion by officials within TIE, and I paraphrase, 'Yes, mistakes have been made, but the good thing about mistakes is that lessons are learned'.

WELL I BEG TO DIFFER.

On the 25th July I submitted a complaint to TIE via the Leith Walk Traders Association Website regarding inappropriate notices being on the Heras fencing. This complaint related to fencing which had obviously been brought down from the Shandwick Place work site to be used on Leith Walk. The problem was that this fencing still displayed the notices encouraging the public to use the shops at the West End i.e 'The West End - Edinburgh's Best End'.

As I pointed out in my complaint, the businesses on Leith Walk are finding times hard as it is, without notices encouraging people to go elsewhere, and I asked for these signs to be removed as a matter of urgency.

On the 28th July (yesterday) I received a reply to my complaint, and I include this response below:

'Dear Mr Kavanagh, I refer to your email attached. I have spoken with Carillion and they have assured me that any wrong signage that was put up has now been taking down.

Sorry for the inconvenience caused and thank you for taking the time to contact us.'

WONDERFUL - A RESULT - or so I thought.

Today, Tuesday 29th July, some new fencing has been installed outside 311-317 Leith Walk. And what do you know.....

....well a picture speaks a thousand words!!!



May I suggest that the relationship between TIE and the Traders would be greatly improved if some **SENSITIVITY** and **COMMON SENSE** was employed when setting up and maintaining work areas.

It would appear that promises made are not being translated into action 'on the street'.

Can you **PLEASE** get this matter resolved.

Yours sincerely

Grant A. Kavanagh

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on behalf of
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