
From: Trevor MacDonald
Sent: 03 July 2013 14:50
To: Joanna Mowat; Alan Sinclair; Ian Buchanan; Gary Jardine
Cc: Alf Orriell; 'Alasdair Sim'
Subject: FW: Mr and Mrs Taylor 4/2 Grosvenor Street

Follow Up Flag: Follow up
Flag Status: Flagged

Cllr Mowat -

I met with Mr & Mrs Taylor this morning and covered the following:

SITE PROGRESS

I advised on the overall programme. I described the reinstatement process. Outside their home the noisy work is complete - cutting, pecking, removal of debris. Reinforcement bars are in one track and the relatively quiet work of compression chamber installation and concrete pour will take place over the coming weeks. However no cutting has taken place on West Maitland Street as this is a different track design and will not require remedial works. The contractor has applied for extended working hours the coming two Saturdays 1pm to 5pm but may not necessarily be working directly outside the Taylor's home.

COUNCIL TAX REBATE

I advised that I had discussed their wish for a Council Tax rebate with Revs & Bens yesterday and relayed that: Council tax pays for all Council services and these have continued to be provided during the course of the Trams project

Council tax is based on property value and this has not been affected by the Trams project

I passed them the contact details for Revs and Bens if they wished to raise a formal appeal.

[Alan - as per our discussion yesterday they may be in touch]

REFUSE

In addition to the Taylors, Ann Moffat at 6A has complained of rats and I was approached by Jane Hudson Price at 8A as I was photographing the bins who also complained about rats

There are 10 palladin bins at their stair door comprising - 5 x Shanks, 2 x Oran, 2 x CEC, 1 x William Tracy

Domestic waste bags should go in the CEC bins with trade waste in the others.

Efforts will be made to see if there is a better location for this number of bins away from the flat frontage but still accessible.

Logistics is the company employed by the Trams project to deliver goods from delivery vehicles to shops. They have as an 'add on' to their work agreed to lift traders refuse bags and put them in the bins but cannot handle burst bags.

They have assisted by putting domestic bags that have been dumped around the bins.

Perhaps there are not enough CEC bins or the pick ups need to be more frequent or residents need lettered to remind them to put bags in the bins not around the bins?

Traders may need lettered to remind them they should put bags in the bins and not rely on the good nature of Logistics.

As the Trams project comes to its conclusions stakeholders may need reminding of what waste removal procedures will take over once the construction is complete and the streets opened up again.

[Ian - is this something the neighbourhood team can pick up?]

PARKING

The creation of a City Car Club parking space and the loss of residents parking spaces means the Taylors feel they should get a refund on their parking permit. Post meeting I checked and phoned Mrs Taylor leaving a message with the relevant person to contact

[Gary - you may be contacted by them. Heather Shields in Parking recommended you]

The Taylors are clearly at the end of their tether having endured many, many months of disruption. My efforts at this meeting can be likened to trying to put a sticking plaster over a crack in a dam that has gushing from it a huge amount of pent up frustration and exasperation. They considered the meeting a waste of their time. I undertook to take up their issues with the relevant parties, hence the material above.

regards

Trevor

Trevor MacDonald | Stakeholder and Communications Manager | Edinburgh Trams | City of Edinburgh Council |
Waverley Court Level 2.2 | 4 East Market Street | Edinburgh | EH8 8BG | Tel [REDACTED] Mob [REDACTED]

Check out our video, The Edinburgh Tram – Airport to City Centre, on [YouTube](#).

From: Joanna Mowat
Sent: 02 July 2013 09:43
To: Trevor MacDonald
Subject: Re: Mr and Mrs Taylor 4/2 Grosvenor Street

Trevor

Sorry should have given you their number - it's 07734 688 691.

Mrs Taylor has been away - there's a problem with cracks which someone has looked at but has said it's not teams fault so Mrs Taylor isn't terribly happy with tram at the moment. Maslow she's just rung to say there's a lot of rubbish outside - I'll ask task force to deal but she then said that there are nine bins outside / could you check to see if they are there because of tram and if tram is in anyway responsible could you see if they could be moved.

Thanks

Joanna

Cllr Joanna Mowat
Conservative Councillor City Centre Ward
City of Edinburgh Council
Joanna.mowat@edinburgh.gov.uk
[REDACTED]

On 1 Jul 2013, at 13:48, "Trevor MacDonald" <Trevor.MacDonald@edinburgh.gov.uk> wrote:

Good afternoon Cllr Mowat -

I called at the home of Mr & Mrs Taylor this morning around 11:30 but got no response. I will keep trying but perhaps you could get them to supply me with a date and time during the day that suits for me to call?

regards

Trevor

Trevor MacDonald | Stakeholder and Communications Manager | Edinburgh Trams | City of
Edinburgh Council | Waverley Court Level 2.2 | 4 East Market Street | Edinburgh | EH8 8BG | Tel
[REDACTED] | Mob [REDACTED]

Check out our video, The Edinburgh Tram – Airport to City Centre, on [YouTube](#).

From: Alasdair Sim [<mailto:alasdair.sim@edinburghtrams.com>]
Sent: 28 June 2013 10:18
To: Trevor MacDonald
Subject: FW: Mr and Mrs Taylor 4/2 Grosvenor Street

Trevor

Could you follow this up please – and perhaps visit Mr & Mrs Taylor?

Thanks
Alasdair

From: Colin Smith
Sent: 27 June 2013 15:44
To: Joanna Mowat
Cc: ballybilla@mac.com; Alasdair Sim; Sue Bruce (Chief Executive); Alastair Maclean
Subject: RE: Mr and Mrs Taylor 4/2 Grosvenor Street

Thanks for the note , Since this work began , I have asked that daily sound measurements are taken by the contractors which are the reviewed by our own H & S rep.

Please let the Council officer know that I will readily be his point of contact , I have already instructed a number of noise mitigation measures to date .

I reported at the East End and then at the West End public meetings last night organised by Alasdair Sim CEC , that the noisy work will be complete very soon , re- pouring of concrete starts in some areas next week .

I will ask Alasdair Sim by way of copy of this Email to make further contact with Mr and Mrs Taylor .

Regards

Colin

Colin Smith FRICS MAPM
Edinburgh Trams
The City of Edinburgh Council
Senior Responsible Officer
Waverley Court, Level 2:7
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EH8 8BG

Tel: [REDACTED]
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From: Joanna Mowat [<mailto:Joanna.Mowat@edinburgh.gov.uk>]
Sent: 27 June 2013 14:23
To: Sue Bruce (Chief Executive); Alastair Maclean; Colin Smith
Cc: ballybilla@mac.com
Subject: Mr and Mrs Taylor 4/2 Grosvenor Street

I have been contacted by Mr and Mrs Taylor of 4/2 Grosvenor Street regarding the noise from the tramworks on Shandwick Place. I have asked a Council officer to take a noise measurement from outside and inside their flat to measure the noise which they are experiencing and which is apparent from a phone call to the property.

It is obviously hugely disappointing that the work has had to be redone on Shandwick Place and whilst I understand this has to be done to ensure that a fit for purpose tramline is handed over to the Council I have every sympathy for Mr and Mrs Taylor who have endured months of disturbance from the tram works and are now faced with this incredibly noisy work when they believed (as we did) that the very noisy work was finished. They have also had to live with increased rubbish, dirt from the works and general disturbance for a considerable amount of time and we have not offered them any rebate on council tax or anything to mitigate the upset to their living conditions. Whilst they will benefit from living very near a tram stop I'm not sure given the quality of the public transport in the area that will be seen as a fair recompense for the disturbance. Given this additional work what can we offer in the way of rebate or compensation because I think something is required. Mr Taylor works from home quite a lot and Mrs Taylor is at home with their daughter –

school holidays begin tomorrow and to have your peace at home shattered by noise is, on a rainy day especially, is particularly difficult to manage.

I look forward to your speedy response.

Regards
Joanna
Councillor Joanna Mowat,
Conservative Councillor for City Centre Ward
City Chambers
High Street
Edinburgh EH1 1YJ



joanna.mowat@edinburgh.gov.uk

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