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**From:** Alasdair Sim  
**Sent:** 04 June 2013 09:06  
**To:** sue.bruce@edinburgh.gov.uk; Colin Smith; Bob McCafferty  
**Subject:** FW: The Rutland Hotel ongoing issues

Dear all,

Please see my draft response to Nic Wood's email below:

Dear Mr Wood

Your email of 3 May 2013 refers. Our Alasdair Sim met with you on 25<sup>th</sup> April, and during that meeting he outlined the planned sequence of works in the Lothian Road/Shandwick Place area. You are correct in noting that the planned date to reopen the Lothian Road was 17<sup>th</sup> May. During the lead up to that date, you will recall our Alf Orriell spoke with you on Thursday 16<sup>th</sup> May (at the period when the overnight planning works at the junction were being undertaken) and explained that we had encountered issues with the power supply to the junction controller and this would mean that the crossing of Lothian Road could not be opened as planned on the 17<sup>th</sup> May. At that stage we were unable to give a revised opening date for this crossing, given that we were reliant on a third party. These issues have now been resolved, and the crossing will open on the morning of 4 June.

In relation to the email sent out on Friday 31<sup>st</sup> May – this referred to the reported quality assurance findings relating to certain sections of track in Shandwick Place, Haymarket and York Place, which would lead to the contractor undertaking rework in these areas. This email was to provide some reassurance that the programme end date would not be affected by these works, and was sent out to key stakeholders, including The Huxley. The target date for completion of the paving/footpath works at the Lothian Road junction is the end of June 2013. The extent to which the full opening of the Lothian Road junction complete with all pedestrian crossings and the bus gate to Queensferry Street being opened for use will be affected by this rework is not full known at this time.

It is not the intention of the Council, nor the tram team to mislead the public and stakeholders regarding progress on the ground and we pass over programme information to our key stakeholders including yourself, as soon as we have it. By the very nature of construction works however and the complexity of maintaining traffic flow through the West End junction whilst these building works are undertaken, these target dates must always be caveated should unforeseen events arise. We remain committed however, to reducing as far as possible the disruptive implications of these works.

As I noted yesterday, our Alasdair Sim will arrange to meet with you to further update you on these matters.

Regards

Sue Bruce  
Chief Executive

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**From:** Nic Wood[SMTP:NICJMWOOD@EDINBURGH.GOV.UK]  
**Sent:** Monday, June 03, 2013 11:07:20 AM  
**To:** Sue Bruce (Chief Executive)  
**Cc:** Alasdair Sim; Colin Smith; Lesley Hinds  
**Subject:** The Rutland Hotel ongoing issues  
**Auto forwarded by a Rule**

Dear Sue,

**The Edinburgh Tram Project continues to seriously damage The Rutland Hotel's business in spite of assurances.**

My continuing anger and frustration compels me to update you on just how badly Edinburgh Council and the Tram Project are affecting my business.

Over the past 15 months there have been a string of undertakings not met in terms of when stages of the project might be complete. The latest problem, which is the very damaging closure of the crossing to the hotel from Princess Street, is still closed, in spite of Colin Smith saying they were trying to complete this for the end of April and then Alistair Sim saying it would definitely be reopened by the 17<sup>th</sup> May. They have also failed to reopen the crossing back across from House of Fraser which would have gone some way to alleviate the significantly reduced footfall to the Rutland.( As also discussed with A. Sim at start of May)

The end of May has now come and I've heard nothing further. Thus, the most damaging crossing closure is still in place and no walkway has appeared. The crossing has been shut for 3 months and conservatively each week costs the Rutland £5,000 in sales and the loss of customers who may or may not come back. As you know we've carried out a significant business enhancement investment at The Rutland which was completed in January this year to coincide with what we believed would be the completion of the disruption to Shandwick Place and Lothian Road. We are currently receiving absolutely no benefit from this.

To top it all, we've now received a generic email saying you have to redo some of the tram works on the Shandwick Place/Lothian Road section that will take another few weeks – again no date.

It just cannot be right that a public authority has the powers to mislead it's citizens and rate payers and do so much damage to their business. There's been no real planning ahead to try and minimise the impact of some of the damage and nothing like sufficient communication.

I am sure Councils are appraised on many things, but a basic must be professionalism and fairness to your rate payers and citizens. Right now you're failing badly on both of these and I would appreciate an urgent, reliable update on when we can expect (a) steps to significantly enhance the badly reduced access to The Rutland Hotel (b) when we can expect the Shandwick Place/Lothian Road position to go back to normal and allow open footfall access to all your rate payers businesses in that location.

I'd appreciate an urgent reply.

Yours sincerely,

Nic Wood  
Signature Pub Group  
Email :nicjmwood@  
Tel :  
[Redacted]

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