

Record Saved

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Issued:  
 Completion: 
 Deleted:

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Service Request ID: <input type="text" value="108362"/>  Route: <input type="text" value="A90"/> X-Coordinate: <input type="text" value="0"/> Y-Coordinate: <input type="text" value="0"/> Date/Time Requested: <input type="text" value="14/11/2018 11:39:23"/>  Status: <input type="text" value="Closed"/> <input type="button" value="v"/>	First Name: <input type="text" value="redacted"/> Last Name: <input type="text" value="redacted"/> House Name/No: <input type="text"/> Address 1: <input type="text" value="redacted 11(2)"/> Address 2: <input type="text"/> Town: <input type="text" value="redacted"/> County: <input type="text"/> Postcode: <input type="text" value="redacted"/> Telephone No: <input type="text" value="redacted 11(2)"/>
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Category 1:   
 Category 2:   
 Category 3:

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Summary:    
 Details:    
 Comment:

Record Saved

Issued: 
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Service Request ID: 
 First Name:   
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 Date/Time Requested: 
 Town:   
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 Status: 
 Telephone No:

Category 1:   
 Category 2:   
 Category 3:

Summary:

Details:

Comment:

redacted 11(2)

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**From:** redacted 11(2)  
**Sent:** 30 January 2019 12:13  
**To:** Enquiries  
**Subject:** RI-103991872 - Kingsway (A92)

Good afternoon

I have received this complaint from a member of the public.

kingsway east next to slip road at dc thomsons. speed bump collapsed. very uneven and dangerous. reported to Bear but said they were not responsible for this stretch of kingsway

Our inspector has been out to visit the site and has reported that on the A92 westbound just before the D C Thomson building there are potholes on the carriageway which require filling and that there is a track right across the road which is sitting high giving the impression that it is a speed bump.

Can you please look into this.

Regards

redacted 11(2)  
on behalf of Roads Maintenance Partnership  
Dundee City Council & Tayside Contracts  
redacted 11(2)

11/11/19

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redacted 11(2)

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**From:** redacted 11(2)  
**Sent:** 20 February 2019 17:14  
**To:** Enquiries

I have a claim for pothole damage to my vehicle redacted this pothole is located on slip road at top of Buttars Loan leading onto the Kingsway in Dundee.

It caused £338 worth of damage to my vehicle and I also lost 3 days work until repair was completed which on average was another loss of £420 = £758 of losses. I claimed via Dundee City Council (redacted 11(2) who have informed me by letter that it is Bear Scotland who are responsible for this piece of road, with this information I would like to claim from Bear Scotland for damages to my vehicle and loss of earnings.

Would you be so kind as to instruct me of the procedures for making this claim.

Yours  
redacted 11(2)

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**From:** redacted 11(2)  
**Sent:** 25 February 2019 15:32  
**To:** Enquiries  
**Subject:** redacted 11(2)

Hi

I recently lodged a complaint with Dundee City Council regarding the amount of litter in this area, however I was advised that this comes under your jurisdiction. The area from the Kingsway Retail park to the Strathmartine Road roundabout is a disgrace, primarily with litter dropped by those coming from Tesco and to a lesser extent Burger King.

Is there any chance the level of litter picking in this area can be increased?

On a separate note, drainage channels were installed to take surface water run off from the old Brown & Tawse site connecting to drainage at the bottom of Muirfield Crescent. These are now fully overgrown.

redacted

redacted 11(2)

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**From:** Enquiries  
**Sent:** 09 March 2019 14:35  
**To:** Enquiries; redacted 11(2)  
**Subject:** RE: A92 Potholes Enquiry

This message is to inform you that our Incident Support Unit has filled two small potholes at the location you reported today at 13:45hrs. ID ref: 89792

We will pass your information over to our Insurance who will send you one of our Third party Claim packs for yourself to complete and return.

Regards,

Visit us @ [www.bearscot.com](http://www.bearscot.com)



*Please consider the environment before printing this email*

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**From:** redacted 11(2)  
**Sent:** 09 March 2019 12:29  
**To:** Enquiries <[Enquiries@bearsotland.co.uk](mailto:Enquiries@bearsotland.co.uk)>  
**Subject:** Re: A92 Potholes Enquiry

I said it was Kingsway on the carriageway outside house no 14 past the traffic lights when heading to Perth I am saving all replies I will go back and get more pictures and I have a witness who was in my van at the time

On Saturday, 9 March 2019, 12:16:58 GMT, Enquiries <[Enquiries@bearsotland.co.uk](mailto:Enquiries@bearsotland.co.uk)> wrote:

This message is an acknowledgement to your enquiry which we received today 09/03/2019.

This road A92 redacted 11(2) is Dundee local authority responsibility and not BEAR Scotland's.

Regards,

Visit us @ [www.bearsotland.com](http://www.bearsotland.com)



*Please consider the environment before printing this email*

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**From:** redacted 11(2)  
**Sent:** 11 March 2019 15:35  
**To:** Enquiries  
**Subject:** New Incident Received: ID - 112800

Third Party Damage

Incident Information

ID : 112800  
Incident Date : Wed Mar 06 17:54:00 WET 2019  
Classification: THIRD\_PARTY\_DAMAGE  
Issue Status : NEW  
Operator : BEAR\_NORTH  
Notes :

Agent Name : redacted 11(2)

Damage Information

Alleged Damage : bodywork and wheel damage Cause of Damage : very big pot hole loose tarmac Other  
Vehicle  
Make : re  
Model : red  
Reg number : redacted  
Operator Vehicle  
Make : na  
Model : na  
Reg number : na

Contact Information

Title : re  
First Name : redacted  
Middle Initial : r  
Last Name : redacted  
Address 1 : redacted 11(2)  
Address 2 : redacted  
Address 3 :  
Postcode : redacted  
Telephone : redacted 11(2)

Location Information

Easting : 0  
Northing : 0  
Road Name : A90  
Carriageway : NORTHBOUND  
Location Notes : near the Tesco Kingsway left hand lane Dundee

First Created : 11/03/2019 15:35

\*\*\*\*\*

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**From:** redacted 11(2)  
**Sent:** 16 March 2019 12:07  
**To:** Enquiries  
**Subject:** Fwd: redacted 11(2)

Hello,

Please see email below. We have not received a response as yet.

I have attached photographs to demonstrate the difficulties we are having.

Kind regards

redacted 11(2)

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**From:** redacted 11(2)

**Sent:** Monday, March 11, 2019 09:12

**To:** redacted 11(2)

**Subject:** Re: redacted 11(2)

Good Morning,

It has now been one month since my original e-mail regarding the area in front of my house on the Kingsway. I am very disappointed to have not had a reply, considering this was the e-mail address you had referenced to get in touch with regarding any concerns with the recent works on the trees along the road.

Any guidance that can be given regarding the grass in front of my property would be greatly appreciated.

Yours Sincerely,

redacted 11(2)

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**From:** redacted 11(2)

**Sent:** 21 February 2019 12:34

**To:** redacted 11(2)

**Subject:** Re: redacted 11(2)

Good afternoon,

Please refer to my email below which is still awaiting response.

Kind regards

redacted 11(2)

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**From:** redacted 11(2)

**Sent:** Tuesday, February 12, 2019 21:20

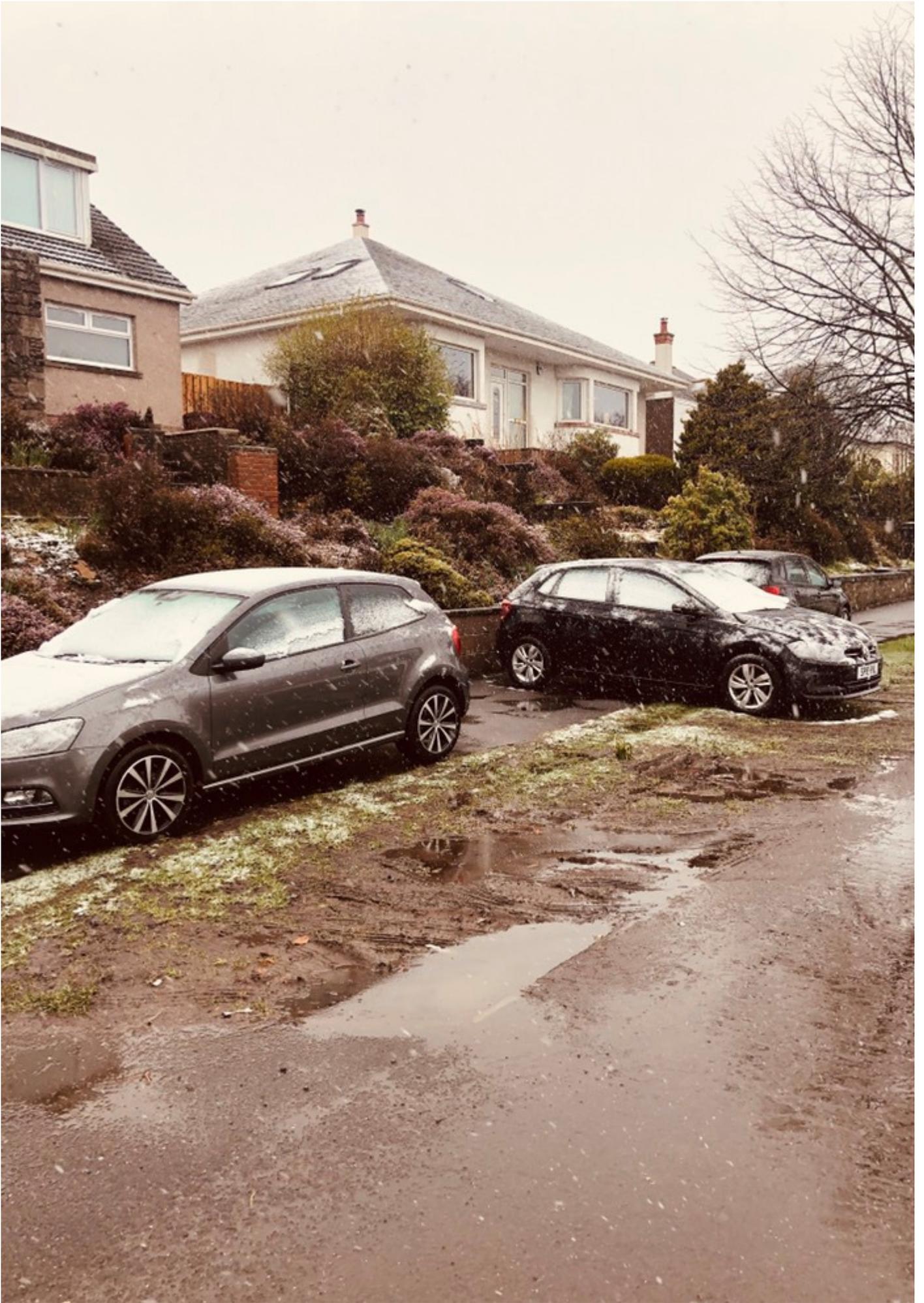
**To:** redacted 11(2)

**Subject:** redacted 11(2)

Hello,

We have received the recent letter detailing works to be carried out on the Kingsway for the removal of trees. The receipt of this letter has prompted the following enquiry relating to the land directly in front of my property.







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**From:** redacted 11(2)  
**Sent:** 27 May 2019 13:01  
**To:** Enquiries  
**Subject:** New Incident Received: ID redacte

### Third Party Damage

#### Incident Information

ID : 115994  
Incident Date : Mon May 27 12:35:00 WEST 2019  
Classification: THIRD\_PARTY\_DAMAGE  
Issue Status : NEW  
Operator : BEAR\_NORTH  
Notes : Caller has said he can send photos I have given email address of traffic Scotland to email pics, the man working apologized and gave a number of redacted 11(2) to call and report the issue.

Agent Name : redacted 11(2)

#### Damage Information

Alleged Damage : rear side wheel arch  
Cause of Damage : stone from cutting grass has damaged the wheel arch of the passenger sides.

#### Other Vehicle

Make : redact  
Model : redacted  
Reg number : redacted  
Operator Vehicle  
Make :  
Model :  
Reg number :

#### Contact Information

Title : re  
First Name : redacte  
Middle Initial :  
Last Name : redacted  
Address 1 : redacted 11(2)  
Address 2 : redacted 11(2)  
Address 3 : redacted  
Postcode : redacted  
Telephone : redacted 11(2)  
Email : redacted 11(2)

#### Location Information

Easting : 0  
Northing : 0  
Road Name : A92  
Carriageway : EASTBOUND  
Location Notes : Roundabout with the A91 and A92 meet, known as the Kingsway roundabout.  
Caller was travelling east into the Cupar Angus road

First Created : 27/05/2019 13:01

Cancel  Locate Record Saved First < > Last

Issued: 23/05/2019 15:57:17 Completion: 23/05/2019 15:57:17 Deleted:

Service Request ID: 115843 First Name:   
Last Name: red  
Route: A90 House Name/No:   
X-Coordinate: 0 Address 1:   
Y-Coordinate: 0 Address 2:   
Date/Time Requested: 23/05/2019 15:57:17 Town:   
County:   
Postcode:   
Status: Closed  Telephone No: redacte

Category 1: BEAR\_NORTH  
Category 2: ROAD MARKINGS  
Category 3: COMPLAINT

Summary: Both sides of the dual carriageway on the center lane there are cat eyes which are missing and have left some holes in the road. Caller has requested a callback and states that if he does not pick up, then to leave a message and he will contact back.

Details: A90 at Dundee between Kingsway and Fintray Roundabout in both directions.

Comment: Passed to inspection team

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**From:** redacted 11(2)  
**Sent:** 11 June 2019 15:03  
**To:** Enquiries  
**Subject:** A90/Kingsway upgrading works

Good afternoon,

I have recently purchased a property at redacted 11(2) ) and have observed how dangerous it is when exiting the development on to the Kingsway/A90 from the site (at the swallow roundabout). I am aware that planning has been approved for upgrade works to the A90 Swallow Roundabout & that it is to be undertaken before the completion of the 270th house at the Western Gateway, but would like feedback as to when this is estimated to be? I'm not sure of the exact figures but I'd estimate the 270th house to be completed relatively soon.

I'd also like feedback on the proposals themselves if that's possible?

Thanks in advance,

redacted 11(2)

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**From:** redacted 11(2)  
**Sent:** 12 June 2019 10:52  
**To:** Enquiries  
**Subject:** Complaint re Shrubbery needing cut back

Good morning

We have received this complaint from a member of the public. Can you please look into this.

The South east corner of the kingsway forfar road junction footpath is overgrown with bushes making it difficult to pass, needs cutting back, tidying up  
redacted 11(2)

Regards

redacted 11(2)  
on behalf of Roads Maintenance Partnership  
Dundee City Council & Tayside Contracts  
redacted 11(2)

----- Useful Roads Maintenance Links -----

[Council Owned Road and Footway Assets - Guidance On Communications and Enquiries \(Leaflet\):](#)

[Annual Road Maintenance Programme:](#)  
[Find Out if Your Road/Footway is Adopted:](#)  
[Report a Road or Footway Defect:](#)  
[Winter Information: Policy, Gritting Routes and Grit Bin Map:](#)  
[Report an Empty Grit Bin:](#)

----- Useful Roads Maintenance Links -----



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**From:** Bear Scotland Website <axiom@blue2.co.uk>  
**Sent:** 19 June 2019 13:19  
**To:** WebSite Defects  
**Subject:** Site Form Submission - Defect Report Form

The following has been submitted through the 'Defect Report Form' form on the Bear Scotland site:

- Road: A90
- Location: On the A90 Dundee Kingsway just passed the Renault garage after the Scot fife roundabout travelling southbound
- Description: extensive bump in the road which caller states takes the steering away from drivers and is very dangerous. No call back requested Transport Scotland ref 116927
- Name: redacted 11(2)
- Address:
- Phone: redacted
- Email:
- :

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**From:** redacted 11(2)  
**Sent:** 31 July 2019 15:24  
**To:** Enquiries  
**Subject:** New Incident Received: ID - redact

### Third Party Damage

#### Incident Information

ID : 118356  
Incident Date : Tue Jul 16 14:00:00 WEST 2019  
Classification: THIRD\_PARTY\_DAMAGE  
Issue Status : NEW  
Operator : BEAR\_NORTH  
Notes :

Agent Name : redacted 11(2)

#### Damage Information

Alleged Damage : Two alloys and ripped front driver side tire requires replacement.  
Cause of Damage : Caller drove over small island at intersection that had no signage up during maintenance.

#### Other Vehicle

Make : redac  
Model : re  
Reg number : redacte

#### Operator Vehicle

Make : .  
Model : .  
Reg number : .

#### Contact Information

Title : re  
First Name : redacte  
Middle Initial :  
Last Name : redacted  
Address 1 : redacted 11(2)  
Address 2 : redact  
Address 3 : redact  
Postcode : redacted  
Telephone : redacted 11(2)  
Email : redacted 11(2)

#### Location Information

Easting : 0  
Northing : 0  
Road Name : A90  
Carriageway : WESTBOUND  
Location Notes : A90, on Kingsway East at intersection of Forfar Road.

First Created : 31/07/2019 15:24

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**From:** redacted 11(2)  
**Sent:** 16 September 2019 14:16  
**To:** Enquiries  
**Subject:** New Incident Received: ID - redact

### Third Party Damage

#### Incident Information

ID : 119974  
Incident Date : Fri Sep 13 01:00:00 WEST 2019  
Classification: THIRD\_PARTY\_DAMAGE  
Issue Status : NEW  
Operator : BEAR\_NORTH  
Notes : Caller advised that they also spoke to the police and they advised to contact bear . No incident no . They may speak to them later .

Agent Name : redacted 11(2)

#### Damage Information

Alleged Damage : Front bumper and top of bumper is scratched and dented .  
Cause of Damage : debris on the road due to roadworks . ie Stones/ pices of road .  
Other Vehicle

Make : redacted  
Model : redact  
Reg number : redacted  
Operator Vehicle  
Make :  
Model :  
Reg number :

#### Contact Information

Title :red  
First Name : redacted  
Middle Initial : r  
Last Name : redac  
Address 1 : redacted 11(2)  
Address 2 :  
Address 3 : redacte  
Postcode : redacte  
Telephone : redacted 11(2)  
Email : redacted 11(2)

#### Location Information

Easting : 0  
Northing : 0  
Road Name : A90  
Carriageway : NORTHBOUND  
Location Notes : A90. Dundee Kingsway between the BT garage and the flyover .

First Created : 16/09/2019 14:15

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**From:** redacted 11(2)  
**Sent:** 20 September 2019 13:41  
**To:** Enquiries  
**Subject:** New Incident Received: ID - redact

### Third Party Damage

#### Incident Information

ID : 120127  
Incident Date : Sat Sep 14 12:35:00 WEST 2019  
Classification: THIRD\_PARTY\_DAMAGE  
Issue Status : NEW  
Operator : BEAR\_NORTH  
Notes :

Agent Name : redacted

#### Damage Information

Alleged Damage : Panel underneath car damaged Cause of Damage : A red pole from the rail bridge roadworks rolled onto the road and underneath car (A90) Other Vehicle

Make : redacted  
Model : redac  
Reg number : redacted  
Operator Vehicle  
Make : \  
Model : \  
Reg number : \  
Operator Vehicle

#### Contact Information

Title : re  
First Name : redacte  
Middle Initial : r  
Last Name : reda  
Address 1 : redacted 11(2)  
Address 2 : redacted  
Address 3 :  
Postcode : redacted  
Telephone : redacted 11(2)  
Email : redacted 11(2)

#### Location Information

Easting : 0  
Northing : 0  
Road Name : A90  
Carriageway : SOUTHBOUND  
Location Notes : A90 Stonehaven (Rail bridge works)

First Created : 20/09/2019 13:40

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