

A five point guide on how to claim for pothole damage

1. **Take photographs and notes**

Take photographs and measure the pothole's width and depth and note anything else about it, such as its position, was it hidden from view, etc.

2. **Report the pothole**

Report the pothole to the related council or highways agency.

3. **Obtain the national code**

Download and read the national code of good practice for highway maintenance.

4. **Submit a Freedom of Information Act**

Submit a Freedom of Information Act to the relevant council or highways agency to find out how often the road is inspected and maintained. Councils are obliged to have a system in place for the inspection and repair of roads such as inspection method and frequency of inspections, reporting procedure and time frame to repair reported defects. Check the council's practice and highlight where it differs from the national code. Find out if the pothole has been reported before.

5. **Make your claim**

Most councils will have an online claim form if not contact the council and ask for a claim form. Submit relevant details such as place/town, road name or number, direction of travel, relative location, size and depth of pothole etc. Obtain quote to repair damage or submit invoice for work carried out to repair damage along with any receipts.

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FURTHER INFORMATION

<http://www.northyorks.gov.uk/article/25233/Highway-claims>