

**Date:** 27 February 2018  
**Our ref:** 1761596  
**Contact:** Lynsey Wilson  
**Direct dial:** 01275 885117  
**Email:** xxxxxx.xxxxxx@xxxxxxxxxxx.xxx.xx



Mr Martin Cutler  
By email

Corporate Services - Information requests  
North Somerset Council  
Town Hall  
Weston-super-Mare  
BS23 1UJ

DX 744900 Clevedon

Dear Mr Cutler

## **Freedom of Information Act 2000**

I can confirm that the information requested is held by North Somerset Council. I have detailed below the information that is being released to you.

*Please could you provide the process in which motorists should use to make a claim against the council for pothole damage to vehicles.*

Defects and claims are reported to Council Connect via tel: 01934 888888. If the claimant advises they wish to make a claim for vehicle damage, then Council Connect will email the insurance department with basic details to follow up with.

*It would be appreciated if you could include the name of the department responsible for handling claims, telephone number, email address and postal address.*

Insurance team

Tel: 01934 634628

xxxxxxxxx@xxxxxxxxxxx.xxx.xx

Insurance - PP16, Town Hall, Walliscote Grove Road, Weston-super-Mare, BS23 1UJ.

*Is there a timeframe in which the claim must be made after the incident and repairs are completed?*

Claims should be reported as soon as possible, however non-injury claims have six years to make a claim and injury claims have three years to make a claim.

*Also is there any other information required apart from date/time location, photos of locus, vehicle damage and repairs invoice in order to make claim?*

Different claims may need different enquiries and information, we believe the information requested on our incident report forms are relevant to capture the correct information to progress matters. Please see attached form.

North Somerset Council now considers that it has complied with your request. However, you have a right to appeal if you are dissatisfied with our response. Requests for an internal review must be made in writing, and within 40 calendar days of this response being issued to you. When requesting an internal review, please include your reference number, the date of your original request and your contact details. Please also include an explanation of why you are dissatisfied with our response. Requests for an internal review should be sent to:

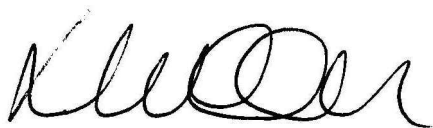
Information Governance  
Town Hall  
Weston-super-Mare  
BS23 1UJ

DX 744900 Clevedon

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:  
The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  
Phone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

I will now close your request as of this date.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynsey Wilson', with a stylized, cursive script.

Lynsey Wilson  
Information Governance Officer