

Effective: 01/01/2008 to 02/03/2010		Display Action Officer: Yes
Site: Folly Lane (37306287)		
Site: Folly Lane (37306287)	Locality: St Albans, Hertfordshire	Area: St Albans

Customer Services

Enquiry No: 1540198	Logged by: HertsDirect	on: 28/02/2010 21:09	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: AS you drive up hill there are loads of pot holes !			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1538973	Logged by: HertsDirect	on: 25/02/2010 13:55	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Category: Roads/highways			
Subject: Terrible road surface.			
Details: The whole stretch of Folly Lane in St Albans is in a terrible condition, potholes and crumbling tarmac are making the road horrible to drive up. The council just keep patching the pot holes with lumps of tarmac which is pointless because everytime they do it, within a couple of weeks the holes start breaking up again. It would be a very good decision by the council if they were to re-lay the whole stretch of road, as this road has clearly not been re-surfaced for 25+ years. Hope you will consider this. Thanks.			
The closest address, as the crow flies, to the location of this problem, 22m away, is: 72 Folly Lane, St. Albans, AL3 5JH			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1538025	Logged by: HertsDirect	on: 24/02/2010 09:47	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: POTHOLES HAVE BEEN REPAIRED: just logging for claim purpose			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1537808	Logged by: HertsDirect	on: 23/02/2010 16:41	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.:			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1537773	Logged by: HertsDirect	on: 23/02/2010 16:01	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: by the petrol station at the junction of folly lane and verulium road in St Albans there is a large pothole			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	

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Customer Services

Enquiry No: 1537338	Logged by: HertsDirect	on: 23/02/2010 09:24	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: very large pothole in the road has damaged callers car . coming along verulum road and then the road splits into two turning left down folly lane within about 20 yrds the pothole is here. the whole of folly lane is in a bad state			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1537255	Logged by: HertsDirect	on: 22/02/2010 19:27	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: potholes all along the road from Verulam Road to the petrol station - numerous potholes - some are large			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1537240	Logged by: [REDACTED]	on: 22/02/2010 18:13	Officer: ECR6
Service: Carriageway/road/cycleway	Subject: Roadworks (signs & Guarding)	Classification: Service Request	
Desc.: Dangerous Pothole. Perm repair arranged for 23/02/10 but Police have reported that it is currently dangerous. Three Police cones have been placed out. Please sign and guard with lamps.			
Location: Unsafe of exect location but near to Verulam Lane junction.	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 925553			
Enquiry No: 1537045	Logged by: HertsDirect	on: 22/02/2010 14:07	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Category: Potholes			
Subject: Substantial deterioration of the road			
Details: There are a NUMBER of VERY large potholes near to the petrol station. Further up the road it is falling apart linked to the centre lines.			
The closest address, as the crow flies, to the location of this problem, 16m away, is: 144 Folly Lane, St. Albans, AL3 5JQ			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536989	Logged by: HertsDirect	on: 22/02/2010 12:52	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: opposite the Total garage. Towards the side of the side of the road. caused car tyre damage. It is very deep and approx 1/2 metre square. caller says there are several other bad ones in this area too that need doing			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536942	Logged by: HertsDirect	on: 22/02/2010 11:50	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Incident title: massive spreading pothole			
Description: Several potholea all the way up the road but a particularly nasty massive crater is spreading across the road in the area indicated - could potentially be very dangerous.			
Location: At the end of Folly Lane, St Albans, where the road runs parallel to the Victoria playing fields.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	

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Enquiry No: 1536913	Logged by: HertsDirect	on: 22/02/2010 11:21	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: there is a very large pot hole just after the junction near the petrol station and caller said it was full of water and has damaged her car			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536792	Logged by: HertsDirect	on: 22/02/2010 09:48	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: caller said she hit a very large Pot Hole Huge and is near a Garage and has burst tyre Caller would like a call back			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536766	Logged by: HertsDirect	on: 22/02/2010 09:20	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Outside nubmer 144 there is several potholes that go down the road, some traffic cones have been put down but they need filling ASAP. Cones are causing conjection down the road.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536762	Logged by: HertsDirect	on: 22/02/2010 09:16	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: BY THE MINI ROUNDABOUT AT VERULAM ROAD AND UP THE HILL FROM THE ROUNDABOUT, LOTS OF POTHOLES.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536697	Logged by: [REDACTED]	on: 21/02/2010 20:04	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: LARGE POT HOLE			
Location: O/S THE TOTAL GARAGE NEAR JUNCTION VERULAM ROAD	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Enquiry No: 1536642	Logged by: [REDACTED]	on: 21/02/2010 15:01	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Pothole 7 Dy Permanent Repair	Classification: Service Request	
Desc.: POT HOLE IN THE ROAD			
Location: FOLLY LANE ,ST ALBANS OPPOSITE THE TOTAL GARGE	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 927209			
Enquiry No: 1536135	Logged by: HertsDirect	on: 19/02/2010 11:48	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Just by the Total Garage there is a Massive Deep pothole that needs looking at ASAP if a motorbike goes into it it can be extremely dangerous.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1536047	Logged by: HertsDirect	on: 19/02/2010 10:13	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: right at the bottom by petrol station there is a very large pothole cars are driving on opposite side of the road to avoid plesae can we get fixed asap as very dangerous			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	

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Enquiry No: 1535963	Logged by: HertsDirect	on: 19/02/2010 08:16	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: just after mini roundabout jct Verluam Road, number of potholes, a couple of them are very deep			
Location:		Contact:	
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Enquiry No: 1535906	Logged by: HertsDirect	on: 18/02/2010 18:47	Officer: 0602 CROWELLE
Service: Carriageway/road/cycleway	Subject: Rough Or Uneven Surface	Classification: Service Request	
Desc.: I am reporting various potholes and very uneven surfaces all along folly lane up to the traffic lights.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1535810	Logged by: HertsDirect	on: 18/02/2010 14:58	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Category: Potholes			
Subject: Again			
Details: Please can you fix the potholes at the biottom of folly lane properly. they are breaking up yet again.			
The closest address, as the crow flies, to the location of this problem, 17m away, is: 148 Folly Lane, St. Albans, AL3 5JQ			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1535754	Logged by: HertsDirect	on: 18/02/2010 13:28	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Numerous pot holes along this stretch of Folly Lane			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1535661	Logged by: HertsDirect	on: 18/02/2010 11:03	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Road surface broken 'more potholes than road'			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1534933	Logged by: HertsDirect	on: 16/02/2010 14:08	Officer: 0602 [REDACTED]
Service: Carriageway/road/cycleway	Subject: Rough Or Uneven Surface	Classification: Service Request	
Desc.: Area at the junction of Folly Lane with Church Crescent and Oster St. Surface rough and breaking up.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1534907	Logged by: HertsDirect	on: 16/02/2010 13:18	Officer: SW6
Service: Street Lights And Lit Bollards	Subject: Street Light On During The Day	Classification: Service Request	
Desc.:			
Location:		Contact:	
Plot Number: 1,000,324.00	Feature Id - Location: A4147-LP-0324 - O/s 130	Feature Type: SL:Street Light	
Job Number: 923845			

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Customer Services

Enquiry No: 1533282	Logged by: HertsDirect	on: 10/02/2010 12:19	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Despite previous reports, there are still multiple potholes throughout the length of this road.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923514			
Enquiry No: 1532657	Logged by: HertsDirect	on: 08/02/2010 19:13	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Just below junction with Church Cres, 2/3 off holes in north west bound carriageway			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923515			
Enquiry No: 1532309	Logged by: HertsDirect	on: 08/02/2010 09:46	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: pothole as you go down hill at Normandy Road junction pedestrian crossing			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923853			
Enquiry No: 1530785	Logged by: HertsDirect	on: 03/02/2010 12:35	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Road surface is very deteriorated from filling station up hill past playing fields			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923822			
Enquiry No: 1530256	Logged by: HertsDirect	on: 02/02/2010 12:53	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Multiple potholes in this road, particularly first 100-300yards from Verulam Road junction. These have previously been reported, but no apparent action taken. If action has been taken, it is completely inadequate.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923857			
Enquiry No: 1530201	Logged by: HertsDirect	on: 02/02/2010 11:51	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: near the bottom entrance to victoria park, near the entrance to the petrol station.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923855			

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Enquiry No: 1529570	Logged by: HertsDirect	on: 01/02/2010 09:43	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: on a414 between hatfield and st albans there is a larfarge depo and 2 lanes going eastbound, there is a slip road going into the petrol station, on the left hand side of this lane there is a large pothole.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 923996			
Enquiry No: 1528853	Logged by: HertsDirect	on: 29/01/2010 09:22	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Fault report # 1526165 history states "Notes: Job 918967 - Resolved Repaired/Replaced, Very busy road need stop and go filled 2 deep potholes made safe". There are FAR MORE than 2 deep potholes. Especially on the section for the first few hundred yards from the Verulam Road junction. THESE NEED URGENT ATTENTION.			
Location:		Contact:	
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 921191			
Enquiry No: 1528758	Logged by: [REDACTED]	on: 28/01/2010 18:29	Officer: ECR6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: LARGE POT HOLE HAS CAUSED DAMAGE TO A CAR - DANGEROUS FOR MOTORCYCLISTS PLEASE ATTEND ASAP			
Location: NEAR THE PETROL STATION AND JUNCTION OF VERULAM ROAD		Contact:	
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 918926			
Enquiry No: 1527969	Logged by: HertsDirect	on: 27/01/2010 08:42	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: from jct Verulam Road to jct Canon Street, series of potholes			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 921190			
Enquiry No: 1527256	Logged by: Sam Shephard	on: 25/01/2010 16:56	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: [REDACTED]			
Location: o/s no 118 Folly Lane		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 921188			
Enquiry No: 1527071	Logged by: HertsDirect	on: 25/01/2010 14:02	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: [REDACTED] called to report a few potholes on Folly Close and Verulam Road in St.Albens. One outside number 130 Folly Close by the service station is very Large and dangerous.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 921194			

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Customer Services

Enquiry No: 1527051	Logged by: HertsDirect	on: 25/01/2010 13:39	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Category: Potholes			
Subject: Dangerous pot holes			
Details: Massive potholes in Folly Lane outside 126 and continuing down to roundabout			
The closest address, as the crow flies, to the location of this problem, 0m away, is: 96 Folly Lane, St. Albans, AL3 5JH			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 920130			
Enquiry No: 1526165	Logged by: HertsDirect	on: 22/01/2010 10:32	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Between Verulam Road junction up to Oster Street junction - multiple VERY LARGE potholes.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 918967			
Enquiry No: 1525517	Logged by: HertsDirect	on: 20/01/2010 16:07	Officer: 0602 [REDACTED]
Service: Carriageway/road/cycleway	Subject: Rough Or Uneven Surface	Classification: Service Request	
Desc.: The entire of folly lane is in a dire state, with holes, cracks, and generally poor surface. It is in need of resurfacing			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1525396	Logged by: HertsDirect	on: 20/01/2010 12:59	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: The lower side of Folly Lane has many deep potholes which will cause tyre/suspension damage and even the ones that were recently patched are now disintegrating!			
Location:	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 918537			
Enquiry No: 1518976	Logged by: HertsDirect	on: 06/01/2010 09:39	Officer: PTU6
Service: Bus Shelters And Bus Stops	Subject: Shelter/seat/light Damaged	Classification: Service Request	
Desc.: There is a temporary bus stop on Folly lane that however should be on Verulam road. The sign saying there's a damaged wall on folly lane however that should be on veralum road. The bus stop is causing pedestrians to walk into the main road to get around it. It has been this way for 6 months.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	

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Customer Services

Enquiry No: 1518865	Logged by: [REDACTED]	on: 05/01/2010 21:41	Officer: ECR6
Service: Flooding And Drainage	Subject: Carriageway Flooded	Classification: Service Request	
Desc.: WATER LEAK BY THE TRAFFIC LIGHTS - PLEASE REPORT TO THREE VALLEYS			
Location: AL3	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 912269			
Enquiry No: 1517999	Logged by: HertsDirect	on: 04/01/2010 18:38	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Longitudinal series of potholes, mainly along the centre-line of Folly Lane and mainly towards the Redbourn end of the road. Also some potholes at the side (mainly the South side) of Folly Lane.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 915360			
Enquiry No: 1517243	Logged by: HertsDirect	on: 04/01/2010 02:45	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Outside 150, eastbound, 1 metre out from kerb, a)900x300x75 deep and beside it b)200x100x40 deep - directly opposite the 4 vent pipes at the Total Petrol Station. & c)after the first left-hand bend, 5 metres inside the 'controlled parking' sign, 1100x300x75 in the centre of the carriageway. Also several smaller holes between there & the Church Crescent junction			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 913048			
Enquiry No: 1516783	Logged by: HertsDirect	on: 31/12/2009 18:31	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Deep pothole on left hand side of road going down Folly Lane towards the garage on the corner. Probably about 100 metres before the garage. There are also several more potholes on the other side of the road nearer to the garage.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 913045			
Enquiry No: 1516660	Logged by: HertsDirect	on: 31/12/2009 14:49	Officer: LW6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: There is many large potholes along the middle of the road. It is difficult to drive round the holes because of their location.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 913043			
Enquiry No: 1516654	Logged by: HertsDirect	on: 31/12/2009 14:38	Officer: ECR6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: Pot hole on westbound carriage way by the park, whole wheel can fit in the hole			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 910933			

Effective: 01/01/2008 to 02/03/2010
Site: Folly Lane (37306287)

Display Action Officer: Yes

Customer Services

Enquiry No: 1515284	Logged by: HertsDirect	on: 24/12/2009 14:56	Officer: ECR6
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: **URGENT** Pothole in road at the corner of Folly Lane and Catherine Street, it's very big 4ftx4ft and about 2ft deep. Caller has mentioned that it's quite difficult to see as it's right on the bend.			
Location:	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 910565			
Enquiry No: 1507469	Logged by: [REDACTED]	on: 03/12/2009 13:41	Officer: ECR6
Service: Fencing/posts (unlit Bollards)	Subject: Ped Guardrails Damaged/missing	Classification: Service Request	
Desc.: RTC, damaged to ped barrier.			
Location: at the bottom of the hill.	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 906701			
Enquiry No: 1507033	Logged by: HertsDirect	on: 02/12/2009 11:24	Officer: 0602 [REDACTED]
Service: Trees And Vegetation	Subject: Tree Or Tree Root Encroachment	Classification: Service Request	
Desc.: There are some tree branches overhanging the path next to a bus stop outside 144 and 146 Folly Lane. Branches are low down and blocking the pavement which means you cant pass by			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1459841	Logged by: [REDACTED]	on: 14/10/2009 09:17	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light Out Or Flickering	Classification: Service Request	
Desc.: Street light not working opposite Victoria Playing Field by the "walled" area of Folly Lane			
Location:	Contact:		
Plot Number: 1,000,322.00	Feature Id - Location: A4147-LP-0322 - O/s 146	Feature Type: SL:Street Light	
Job Number: 856506			
Enquiry No: 1459767	Logged by: Historic User	on: 13/10/2009 14:55	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light Out Or Flickering	Classification: Service Request	
Desc.: Out of Lighting			
Location:	Contact:		
Plot Number: 1,000,330.00	Feature Id - Location: A4147-LP-0330 - Opp Playing Field	Feature Type: SL:Street Light	
Job Number: 854452			
Enquiry No: 1459766	Logged by: Historic User	on: 13/10/2009 14:54	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light Out Or Flickering	Classification: Service Request	
Desc.: Out of Lighting			
Location:	Contact:		
Plot Number: 1,000,329.00	Feature Id - Location: A4147-LP-0329 - Opp Playing Field	Feature Type: SL:Street Light	
Job Number: 854451			
Enquiry No: 1459764	Logged by: Historic User	on: 13/10/2009 14:52	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light Out Or Flickering	Classification: Service Request	
Desc.: Out of Lighting			
Location:	Contact:		
Plot Number: 1,000,328.00	Feature Id - Location: A4147-LP-0328 - O/s 98	Feature Type: SL:Street Light	
Job Number: 854442			

Effective: 01/01/2008 to 02/03/2010
Site: Folly Lane (37306287)

Display Action Officer: Yes

Customer Services

Enquiry No: 1457219	Logged by: [REDACTED]	on: 23/09/2009 10:56	Officer: CSC
Service: Bus Shelters And Bus Stops	Subject: Bus Shelters And Bus Stops	Classification: Service Request	
Desc.: bus stop near bonjour garage has been smashed and there is glass all over the Path and road very dangerous please can we get sorted asap its the last bus stop on the right			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1456103	Logged by: [REDACTED]	on: 14/09/2009 16:33	Officer: WEB
Service: Historic Data	Subject: Chase Up Contact Requested	Classification: Service Request	
Desc.: urgent repairs needed. accident waiting to happen trying to avoid the ruts /potholes/etc on my bike			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1454915	Logged by: [REDACTED]	on: 05/09/2009 07:11	Officer: WEB
Service: Carriageway/road/cycleway	Subject: Non Hazardous Pothole	Classification: Service Request	
Desc.: all of the road section. deep ruts/potholes/large humps /general condition of road is in a very poor condition.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1452123	Logged by: Historic User	on: 13/08/2009 14:56	Officer: CSC
Service: Trees And Vegetation	Subject: Tree Or Tree Root Encroachment	Classification: Service Request	
Desc.: Narrow footpath overgrown trees, bused creeper and other, pedestrians are having to walk in road			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 844533			
Enquiry No: 1446416	Logged by: [REDACTED]	on: 30/06/2009 19:54	Officer: WEB
Service: Carriageway/road/cycleway	Subject: Debris/spillage Or Shed Loads	Classification: Service Request	
Desc.: large patch of oil just outside total garage made the back of my car skid very dangerous			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 824856			
Enquiry No: 1446127	Logged by: Historic User	on: 29/06/2009 12:40	Officer: CSC
Service: Fencing/posts (unlit Bollards)	Subject: Unlit Bollards Damaged/missing	Classification: Service Request	
Desc.: the concrete bollard outside number 110. Knocked over and is laying in the gully, approx 1 and a half foot. This is causing problems for drivers, the caller has suffered some damage to his car.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 826102			
Enquiry No: 1445183	Logged by: [REDACTED]	on: 22/06/2009 19:21	Officer: WEB
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: there are numerous potholes along the length of folly lane along the centre of the road and also along the edge when cycling which I found at the weekend			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 822996			

Effective: 01/01/2008 to 02/03/2010
Site: Folly Lane (37306287)

Display Action Officer: Yes

Customer Services

Enquiry No: 1443910	Logged by: [REDACTED]	on: 13/06/2009 12:04	Officer: CSC
Service: Trees And Vegetation	Subject: Tree Or Tree Root Encroachment	Classification: Service Request	
Desc.: The trees and braches are hanging over the bus stop in folly lane in st albans.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 828034			
Enquiry No: 1443311	Logged by: [REDACTED]	on: 09/06/2009 19:11	Officer: WEB
Service: Trees And Vegetation	Subject: Hedge Overgrown	Classification: Service Request	
Desc.: Hedges overhanging pavement by 2-3 foot. Outside bus stop in Folly Lane. House numbers 140, 142, 144 and 146			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 828034			
Enquiry No: 1443019	Logged by: [REDACTED]	on: 08/06/2009 12:47	Officer: WEB
Service: Footway And Verges	Subject: Pothole In Footway	Classification: Service Request	
Desc.: OPP LAMP COL NO 333 POT HOLE IN FOOTWAY			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 817848			
Enquiry No: 1435121	Logged by: [REDACTED]	on: 14/04/2009 20:50	Officer: WEB
Service: Obstruction	Subject: Fly Tipping (on Road/footway)	Classification: Service Request	
Desc.: car has had windows smashed and there is alot of glass in road!pleas can this be seen to before a cars tyre pops			
Location:	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 800594			
Enquiry No: 1433797	Logged by: [REDACTED]	on: 03/04/2009 16:38	Officer: CSC
Service: Historic Data	Subject: Hazardous Wall Damaged.	Classification: Service Request	
Desc.: Caller explains that there is a wall on folly lane, nr. victoria park, there is a bus stop underneath it, and the wall runs along the back of quick fit (on folly lane) about 30ft long and is about 12 ft high, this is highway property... Some layers of bricks have been removed but the wall itself is looking very unstable and has a great crack in it, caller is concerned for the safety for anyone walking by.			
Location:	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 798185			
Enquiry No: 1432912	Logged by: [REDACTED]	on: 30/03/2009 21:26	Officer: WEB
Service: Footway And Verges	Subject: Pothole In Footway	Classification: Service Request	
Desc.: Pot holes and road surface generally failing			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 798215			
Enquiry No: 1427120	Logged by: [REDACTED]	on: 04/03/2009 12:47	Officer: WEB
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: there are numerous potholes in and around this area			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 785144			

Effective: 01/01/2008 to 02/03/2010
Site: Folly Lane (37306287)

Display Action Officer: Yes

Customer Services

Enquiry No: 1410819	Logged by: [REDACTED]	on: 19/01/2009 14:02	Officer: CSC
Service: Flooding And Drainage	Subject: Blocked Gully Or Drain	Classification: Service Request	
Desc.: outside 180 Folly Lane, gully is blocked and when it rains water runs over callers front drive as the gully is blocked.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 771713			
Enquiry No: 1409319	Logged by: [REDACTED]	on: 12/01/2009 16:33	Officer: CSC
Service: Carriageway/road/cycleway	Subject: Urgent Pothole 24 Hr Repair	Classification: Service Request	
Desc.: FOLLY LANE-ST ALBANS. this road is in such a bad mess there are many pothole and all broken up this road needs to be resurfed as its become unsafe please can this be seen to asap			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 763098			
Enquiry No: 1408742	Logged by: [REDACTED]	on: 09/01/2009 09:52	Officer: CSC
Service: Flooding And Drainage	Subject: Blocked Gully Or Drain	Classification: Service Request	
Desc.: Drain is outside [REDACTED] folly lane on the right from the road. It is blocked and water is therefore running up into this house's garden.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 761637			
Enquiry No: 1405809	Logged by: [REDACTED]	on: 29/12/2008 21:53	Officer: WEB
Service: Animals	Subject: Dead Animal (on Carriageway)	Classification: Service Request	
Desc.: not sure if it is a dead dog or fox in middle of the road			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 762193			
Enquiry No: 1401084	Logged by: [REDACTED]	on: 01/12/2008 09:08	Officer: CSC
Service: Flooding And Drainage	Subject: Blocked Gully Or Drain	Classification: Service Request	
Desc.: There is a blocked gully outside [REDACTED] Verulam Road. This was previously reported over a week ago under reference 1399431 but caller is saying this part of the road is definately not private. Could this please be seen too as everytime it rains caller cannot get out or in his house. If it is private can it please be passed to the relevant person to be resolved.			
Location:	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 751065			
Enquiry No: 1400560	Logged by: Historic User	on: 27/11/2008 11:16	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light On During The Day	Classification: Service Request	
Desc.: PRINTED 27/11/08			
FITTED 2 PART P42 PCELL.			
Location:	Contact:		
Plot Number: 1,000,325.00	Feature Id - Location: A4147-LP-0325 - Opp Hse 124, Folly Lane, St Alban	Feature Type: SL:Street Light	
Job Number: 747644			

Effective: 01/01/2008 to 02/03/2010
Site: Folly Lane (37306287)

Display Action Officer: Yes

Customer Services

Enquiry No: 1391829	Logged by: Historic User	on: 12/10/2008 16:27	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light On During The Day	Classification: Service Request	
Desc.: PRINTED 13/10/08			
TURNED OFF TEST SWITCH.			
Location:	Contact:		
Plot Number: 1,000,325.00	Feature Id - Location: A4147-LP-0325 - Opp Hse 124, Folly Lane, St Alban	Feature Type: SL:Street Light	
Job Number: 731084			
Enquiry No: 1390547	Logged by: [REDACTED]	on: 02/10/2008 14:24	Officer: CSC
Service: Street Lights And Lit Bollards	Subject: Street Light On During The Day	Classification: Service Request	
Desc.: Light is on all day and off at night opposite New England Street			
Location:	Contact:		
Plot Number: 1,050,253.00	Feature Id - Location: A5183-SG-0253 - Os 56 Verulam Rd	Feature Type: SL:Sign	
Job Number: 728849			
Enquiry No: 1390458	Logged by: [REDACTED]	on: 02/10/2008 09:24	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Lit Bollard Damaged/missing	Classification: Service Request	
Desc.: Lit bollard missing at roundabout on Verulam Road at petrol station.			
Location:	Contact:		
Plot Number: 1,100,249.00	Feature Id - Location: A5183-SB-0249 - Island Verulam Rd	Feature Type: SL:Safety Bollard	
Job Number: 728758			
Enquiry No: 1376622	Logged by: [REDACTED]	on: 02/07/2008 13:36	Officer: CSC
Service: Carriageway/road/cycleway	Subject: Debris/spillage Or Shed Loads	Classification: Service Request	
Desc.: Diesel spillage at j/w Church Crescent, after RTC between car and motorbike.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 701378			
Enquiry No: 1371389	Logged by: [REDACTED]	on: 29/05/2008 09:02	Officer: CSC
Service: Flooding And Drainage	Subject: Blocked Gully Or Drain	Classification: Service Request	
Desc.: Blocked drain near layby outside house number 176-178. It is over flowing on a gentlmens drive and down the road.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 688221			
Enquiry No: 1363973	Logged by: [REDACTED]	on: 11/04/2008 09:23	Officer: CSC
Service: Flooding And Drainage	Subject: Blocked Gully Or Drain	Classification: Service Request	
Desc.: The drain right outside number 96 is full of solid rubbish and mud, and water is not going down the drain. needs to be cleared out asap. Thank you			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1361001	Logged by: [REDACTED]	on: 27/03/2008 11:29	Officer: WEB
Service: Carriageway/road/cycleway	Subject: Pothole In Road	Classification: Service Request	
Desc.: At Normandy Road Junction, on Folly Lane pedestrian crossing heading out of town, pothole where trench is unravelling			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 666982			

Effective: 01/01/2008 to 02/03/2010

Display Action Officer: Yes

Site: Folly Lane (37306287)

Customer Services

Enquiry No: 1356643	Logged by: [REDACTED]	on: 05/03/2008 14:37	Officer: WEB
Service: Carriageway/road/cycleway	Subject: Pothole In Road	Classification: Service Request	
Desc.: Pothole in road at the junction with Church Crescent			
Location:		Contact:	
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 658150			
Enquiry No: 1346719	Logged by: [REDACTED]	on: 21/01/2008 18:40	Officer: CSC
Service: Trees And Vegetation	Subject: Hedge Overgrown	Classification: Service Request	
Desc.: Folly Lane, st albans outside no 21, two hedges are very overgrown they are coming 2 ft over onto the path.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 1346341	Logged by: [REDACTED]	on: 21/01/2008 10:19	Officer: WEB
Service: Signs And Street Name Plates	Subject: Sign Twisted/obscured	Classification: Service Request	
Desc.: national speed sign near round about is obscured and cannot be read. This causes drivers to travel at 40mph which is dangerous.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 640176			
Enquiry No: 1343142	Logged by: Historic User	on: 11/01/2008 11:26	Officer: WEB
Service: Street Lights And Lit Bollards	Subject: Street Light On During The Day	Classification: Service Request	
Desc.: PRINTED 14/01/08 FITTED P42 PHOTOCCELL AND BASE UNIT.			
Location:		Contact:	
Plot Number: 1,000,323.00	Feature Id - Location: A4147-LP-0323 - O/s 136	Feature Type: SL:Street Light	
Job Number: 633944			
Enquiry No: 88071	Logged by: [REDACTED]	on: 25/09/2009 13:00	Officer: [REDACTED]
Service: Bus Shelters And Bus Stops	Subject: Bus Shelters And Bus Stops	Classification: Service Request	
Desc.: Vandalised bus stop, glass from information board has been smashed. Pr crew swept up glass to make the area safe, under work order 848619.			
Location:		Contact:	
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 87273	Logged by: [REDACTED]	on: 29/08/2009 19:24	Officer: [REDACTED]
Service: Historic Data	Subject: Unlit Boll Damaged/missing Haz	Classification: Service Request	
Desc.: PLEASE ATTEND TO A BOLLARD THAT IS MISSING			
Location:		Contact:	
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 842792			
Enquiry No: 77347	Logged by: [REDACTED]	on: 29/11/2008 01:54	Officer: [REDACTED]
Service: Fencing/posts (unlit Bollards)	Subject: Ped Guardrails Damaged/missing	Classification: Service Request	
Desc.: PED HAND RAILS KNOCKED DOWN IN RTC, NOW BLOCKING FOOTPATH			
Location:		Contact:	
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Job Number: 749464			

Effective: 01/01/2008 to 02/03/2010 Display Action Officer: Yes
Site: Folly Lane (37306287)

Customer Services

Enquiry No: 74330	Logged by: [REDACTED]	on: 29/08/2008 20:18	Officer: [REDACTED]
Service: Carriageway/road/cycleway	Subject: Roadworks (signs & Guarding)	Classification: Service Request	
Desc.: NO SIGN WARNING OF ROAD CLOSURE, SOME DISRUPTION BEING CAUSED			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 718286			
Enquiry No: 72654	Logged by: [REDACTED]	on: 29/06/2008 22:16	Officer: [REDACTED]
Service: Carriageway/road/cycleway	Subject: Debris/spillage Or Shed Loads	Classification: Service Request	
Desc.: Oil spillage by the petrol station			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 700318			
Enquiry No: 72314	Logged by: [REDACTED]	on: 18/06/2008 10:23	Officer: [REDACTED]
Service: Footway And Verges	Subject: Footway Trip Hazard	Classification: Service Request	
Desc.:			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 694189			
Enquiry No: 72301	Logged by: [REDACTED]	on: 17/06/2008 20:25	Officer: [REDACTED]
Service: Fencing/posts (unlit Bollards)	Subject: Unlit Bollards Damaged/missing	Classification: Service Request	
Desc.: CONCRETE BOLLARD HAS FALLEN OVER ONTO A PAVEMENT, ANY BUGGIES NEED TO GO ONTO THE ROAD TO GET ROUND IT. 200YDS FROM PETROL STATION, FOLLY LANE, ST ALBANS.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 72071	Logged by: [REDACTED]	on: 09/06/2008 15:25	Officer: [REDACTED]
Service: Historic Data	Subject: Complaints	Classification: Service Request	
Desc.: Warning: Fault already reported for this asset in CSR No(s): 69728			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 70607	Logged by: [REDACTED]	on: 29/04/2008 15:20	Officer: [REDACTED]
Service: Traffic Signals	Subject: Traffic Signals Not Working	Classification: Service Request	
Desc.: On Folly Lane, the traffic signal at junctions Gombards with Folly Lane are not setup properly. The both show green at the same time after vehicles are waiting, resulting vehicles heading to st peters street both avoid each other to prevent a collision.			
Location:	Contact:		
Plot Number: 10.00	Feature Id - Location: A5183/290 - Junct Verulam Road To Branch Rd	Feature Type: HW:Carriageway	
Enquiry No: 69728	Logged by: [REDACTED]	on: 07/04/2008 11:26	Officer: [REDACTED]
Service: Historic Data	Subject: Non Haz Stat Reinstatement	Classification: Service Request	
Desc.: loose manhole cover on folly lane, junciton with bernard street			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	

Effective: 01/01/2008 to 02/03/2010
Site: Folly Lane (37306287)

Display Action Officer: Yes

Customer Services

Enquiry No: 69551	Logged by: [REDACTED]	on: 02/04/2008 09:23	Officer: [REDACTED]
Service: Carriageway/road/cycleway	Subject: Broken Or Sunken Manhole/drain	Classification: Service Request	
Desc.: loose manhole cover on folly lane, junction with bernard street			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 668362			
Enquiry No: 69060	Logged by: [REDACTED]	on: 19/03/2008 14:38	Officer: [REDACTED]
Service: Historic Data	Subject: Non Haz Stat Reinstatement	Classification: Service Request	
Desc.: Sunken CATV cover in f/way. Large, concrete type. Marked in white paint.			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Enquiry No: 66227	Logged by: [REDACTED]	on: 15/01/2008 09:15	Officer: [REDACTED]
Service: Street Lights And Lit Bollards	Subject: Street Light Out Or Flickering	Classification: Service Request	
Desc.: 26W SOX LAMP FITTED			
GOLDSMITH WAY NOT ON HERMIS.			
Location:	Contact:		
Plot Number: 1,000,322.00	Feature Id - Location: A4147-LP-0322 - O/s 146	Feature Type: SL:Street Light	
Job Number: 636926			
Enquiry No: 66148	Logged by: [REDACTED]	on: 14/01/2008 00:25	Officer: [REDACTED]
Service: Carriageway/road/cycleway	Subject: Debris/spillage Or Shed Loads	Classification: Service Request	
Desc.: diesel spillage after an rtc, also so pedestrian guard rail damage			
Location:	Contact:		
Plot Number: 20.00	Feature Id - Location: A4147/200 - Mini Rbt Verulam Rd To Normandy Rd Junct	Feature Type: HW:Carriageway	
Job Number: 637582			



MidHerts Area
Sent by: Sam Shephard
25/01/2010 16:56

To: [REDACTED]
cc:
Subject: Fw: Problem Report: Large Pothole [REDACTED]

Dear [REDACTED]

I have reported this pothole under fault reference number 1527256. The pothole should be fixed within 24 hours of this e-mail being sent.

In future, if you wish to report a highways fault please do so at
<http://www.hertsdirect.org/actweb/hfr/default.cfm>

Kind Regards

[REDACTED]
Support Officer
Mid Herts Area Office
Tel: 0300 1234047
Fax: 01727 816001

The Customer Service Centre (CSC) is forwarding this HertsDirect email enquiry to you for immediate action. The council standard is to respond to emails within ten working days. Please provide your name and job title as these details will be included in the reply to the customer.

An acknowledgement of receipt has already been sent to the enquirer quoting reference: [REDACTED]

Please respond in one of the following three ways:

1) Reply via HertsDirect:

Your response should be written as if you were replying directly to the enquirer, then **FORWARD** to the hertsdirect@hertsc.gov.uk email address. The CSC will forward your response to the enquirer.

2) Reply directly:

Reply including the history to hertsdirect@hertsc.gov.uk, advising that you are dealing directly with the issue and that the enquiry can be closed. If the enquirer has not provided an email address, or you choose to respond to them by telephone or letter, you must **FORWARD** this email with history to HertsDirect, advising that the enquiry can be closed.

3) No response needed -

FORWARD this email with history to HertsDirect, advising that the enquiry can be closed.

Kind Regards
Maria
HertsDirect

----- Forwarded by Herts Direct/Stevenage/INF/HertsCC on 23/01/2010 10:10 -----

[REDACTED]



22/01/2010 10:35

To "Hertfordshire County Council"
<hertsdirect@hertscc.gov.uk>

cc

Subject Problem Report: Large Pothole

Dear Hertfordshire County Council,

A user of FixMyStreet has submitted the following report of a local problem that they believe might require your attention.

To view a map of the precise location of this issue, or to provide an update on the problem, please visit the following link:

<http://www.fixmystreet.com/report/90100>

Name: [REDACTED]

Email: [REDACTED]

Category: Potholes

Subject: Large Pothole

Details: Yet another pothole. The road surface is breaking up.

The closest address, as the crow flies, to the location of this problem, 21m away, is: 118 Folly Lane, St. Albans, AL3 5JH - please note that this is automatically generated, so ensure that you check it against the details provided by the user and, if possible, the map.

Replies to this email will go to the user who submitted the problem.

Yours,
The FixMyStreet team

[This message was sent via FixMyStreet, a project of UKCOD, registered charity number 1076346. If there is a more appropriate email address for messages about 'Potholes', please let us know by visiting <<http://www.fixmystreet.com/contact>>. This will help improve the service for local people. We also welcome any other feedback you may have.]



MidHerts Area

Sent by: [REDACTED]

25/02/2010 16:04

To: MidHerts Area/HertsCC@HertsHighways

cc:

Subject: Re: Potholes and urgent issues CLAM [REDACTED]

Allan,

Thank you for your email and please see my comments below.

Folly Lane - This was repaired under an Emergency closure on Tuesday. This was already in place prior to me receiving your email.

Waverley Road - I have chased this again yesterday and hope that some jet patching works will be carried out in the very near future. Below is a link which can be copied and pasted into your internet browser from the bbc that recently featured an article on jet patching.

<http://news.bbc.co.uk/1/hi/magazine/8529964.stm>

Toumlin Drive - This is on the Integrated Works Programme for 2011/12. I will in the interim see if any remedial works can be carried out prior to this.

I do not have any updates as to when the other potholes will be filled but I know the works team are working hard to get them filled.

Regards,

[REDACTED]
Assistant District Manager - St. Albans

Hertfordshire Highways, Mid Herts Area Office, Trident House, 42-48 Victoria Street, St Albans, Herts, AL1 3HZ

T: 0300 123 4047 | D: 01727 816040 | E: midherts.area@hertshighways.org.uk | W: www.hertsdirect.org.uk

Service first - please CLAM on recvd 22/2, full reply 25/2

[REDACTED]



22/02/2010 00:09

To [REDACTED]

cc [REDACTED]

Subject Potholes and urgent issues

I have logged a number of VERY deep and dangerous potholes.

These include:

- On Normandy and near junction Folly Lane
- Bottom of Folly Lane near the gas station
- Waverley Road, near to junction with Batchwood Drive
- Townsend Drive near to link with Harpenden Road

Toulmin Drive is getting ridiculous and the junction with Flint Way is fast getting the same.

What's the time scales on the potholes and the Roads actually being resurfaced?

Regards





MidHerts Area

Sent by: [REDACTED]

22/02/2010 16:13

To: [REDACTED]

cc:

Subject: Complaint Form Completed Online - 1/COMP/4724/ clam [REDACTED]
expiry date 08/03/10

WITH CLAM NUMBER THIS TIME - [REDACTED]

Support Officer
Mid Herts Area Office
Tel: 0300 1234047
Fax: 01727 816001

Please can someone respond

Form Details Submitted:

Reference Number: 1/COMP/4724

Name / Address

Name: [REDACTED]

Address: [REDACTED]

Town: [REDACTED]

Postcode: [REDACTED]

County: [REDACTED]

Phone Day: [REDACTED]

Phone Eve: [REDACTED]

Phone Mob: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

Complaint selected for attention of following Department(s):-

ACS Community Learning Disability Services: N

ACS Elderly Physical Disability Services: N

ACS Daycare : N

ACS Residential Services: N

Environment Department: Y

CSF department: N

Public Libraries: N

Archives and Local Studies: N

Schools Library Service: N

Corporate Services Department: N

Trading Standards: N

Fire and Rescue Department: N

What is the Nature of your complaint?

I have reported a number of massive potholes in Folly Lane, St. Albans
several times, but no effort appears to have been made to repair these.

These potholes are particularly dangerous - one is, I estimate is over 12 inches deep and over 18 inches in diameter.

Have you contacted us previously about this issue? Y

If Yes, who have you been dealing with?
On-line fault reporting system.

What Action would you like taken?

Ethnic Origin: White British
First Language:

Checked: Y

Form submitted: 16:51 20/02/2010



MidHerts Area

Sent by: [REDACTED]

11/12/2009 12:41

To: [REDACTED]

cc:

Subject: Re: Complaints Form Completed Online - 1/COMPLAINTS [REDACTED]

CLAM [REDACTED] new clam [REDACTED]

Dear [REDACTED]

Thank you for your prompt and detailed response which is much appreciated.

I believe the engineer is mistaken in classifying the area is "safe". There are an increasingly large number of loose stones in the middle of the road at this point, any of which could be thrown up by a passing vehicle and cause damage to a another vehicle or injury to a passer-by. In this regard, it should be noted that this is a focal point for children from the nearby school using buses to go to and from school and as a crossing point.

Should any injury or damage result from Herts Highways failure to make this junction safe, then the on-line fault log would act as evidence that Herts Highways were informed of the hazard, but did nothing to remedy it.

Yours sincerely,

[REDACTED]

----- Original Message -----

From: MidHerts Area

To: [REDACTED]

Sent: Thursday, December 10, 2009 1:13 PM

Subject: Complaints Form Completed Online - 1/COMPLAINTS/[REDACTED] CLAM [REDACTED]

Dear [REDACTED]

Thank you for your email. I have liaised with the engineer who is responsible for this area and he has confirmed that an order for patching works has been placed and we are prioritising the works as much as possible. This is planned to be carried out in the next two weeks, although this is weather permitting. We have been unable to complete the works at the moment due to the weather conditions which has caused other prioritised works to be put on hold.

I would like to apologise for any confusion or frustration that may have been caused due to the comments on our fault reporting system. This request for works was originally sent to our works team who deal with emergencies such as hazardous potholes and road surfaces as in this case. As they have noted in their comments on duplicated reference 1505172, the area was made safe as far as the emergency standards are concerned and they referred it to the area engineer to schedule permanent repairs. This is the reason for that particular reference being logged as resolved. The order would have then been raised on a new reference for the engineer to schedule patching works.

Thank you once again for taking the time to report this fault to us, and please do not hesitate to contact me if you have any further queries.

Kind regards

Support Officer
Mid Herts Area Office
Tel: 0300 1234047
Fax: 01727 816001

Form Details Submitted:

Reference Number: 1/COMPLAINTS/4075

Name / Address

Name:

Address:

Town:

Postcode:

County:

Phone Day:

Phone Eve:

Phone Mob:

Fax:

Email:

Complaint selected for attention of following Department(s):-

ACS Community Learning Disability Services: N

ACS Elderly Physical Disability Services: N

ACS Daycare : N

ACS Residential Services:

Environment Department:

CSF department: N

Public Libraries:

Archives and Local Studies: N

Schools Library Service:

Corporate Services Department:

Trading Standards: N

Fire and Rescue Department: N

What is the Nature of your complaint?

I reported a highways fault as follows:

The highway fault you reported on www.hertsdirect.org has been resolved.

Reference Number: 1505218

Subject: Urgent Pothole 24 Hr Repair

Description: Junction with Sandridgebury Lane.

Road surface in middle of road breaking up around previous pothole repairs

Reported date: 25/11/2009 11:30:15

Street: Harpenden Road

Town: St Albans

Status: Resolved Repaired/Replaced

Notes: Job 905461 - Resolved Repaired/Replaced, Duplicate ticket of
1505172

Track progress at

http://www.hertsdirect.org/actweb/hfr/default.cfm?enquiry_number=1505218

I appears ABSOLUTELY NOTHING HAS BEEN DONE to rectify this problem and the road surface is continuing to break up causing stones to cover the road surface at this junction and create a further safety hazard.

Have you contacted us previously about this issue? Y

If Yes, who have you been dealing with?

Reported via the website.

What Action would you like taken?

I would like Herts Highways to actually fix the problems reported to them, not just categorise them as "resolved" when quite clearly no work has been done to resolve the issue.

Ethnic Origin: White British

First Language:

Checked: Y

Form submitted: 17:20 09/12/2009

****Disclaimer****

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