



Reference: RFI 1802086

Request:

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

A – Claimants can write to us or email directly with details of the incident providing the information as noted below. We would register the claim and begin our investigation. If the value of the claim is below £200 we aim to deal with the claim within 10 working days. If the value is between £200 - £500 we aim to deal with the claim within 15 working days. Anything above this amount is sent to insurers with our report on liability and the insurers deals with from then on.

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

A -Claims and Insurance Department, 1st Floor Right, Quadrant East, Cobalt Business Park, NE27 0BY. Tel, 07583 760019 or 07583759705 claims@northynteside.gov.uk Claims and Insurance Manager is Tracy Robinson, Claims handlers are Dawn Crosby and John Watson.

Is there a timeframe in which the claim must be made after the incident and repairs are completed? **A** = 6 years from the date of the incident.

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?

A - We would ask for all the above except in terms of invoice we would request 2 estimates if possible or the paid invoice following the repair, whichever the claimant has obtained.

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