

Response to Request for Information

Reference FOI 001987
Date 26 February 2018

Claim Process for Pothole Damage to Vehicles

Request:

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

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

In response to your above questions, we can confirm that the department holds information that you have asked for in relation to the above. However, the information is exempt under section 21 of the FOI Act because it is reasonably accessible to you, and I am pleased to inform you that you can access it on our website via the following link:

<http://www.wolverhampton.gov.uk/article/2566/Claims-for-compensation>

Section 21(1) of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means, and the terms of the exemption mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

You can find out more about Section 21 by reading the extract from the Act, available at: <http://www.legislation.gov.uk/ukpga/2000/36/section/21>

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

[A property damage claim can be submitted up to 6 years after the incident date.](#)

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?

[We require the information you have listed above.](#)

If additional information is needed as part of the claim investigation process, it will be requested by the claim handler who will assess each claim on an individual basis. For claims involving vehicle damage we always require proof of ownership, evidence of a current MOT and evidence of insurance cover.