**IMPORTANT: PLEASE READ THEN DELETE THIS BOX**  
This template letter is for guidance. Add your details and where appropriate change it to suit your circumstances. Once you’ve made changes, print and read through to check it makes sense.

**[BLUE BRACKETS]:** Put your specific info here, then delete the instructions (and change the text colour)

[insert your name

and address]

[insert date]

[insert name and address

of relevant authority]

Dear Sir or Madam,

A pothole on [insert address/location] caused damage to my vehicle on [insert time and date], when I was driving in a [insert vehicle, incl model, series and reg no]. The damage caused was [insert description].

Maintenance of this road falls within the responsibility of [insert authority]. I am therefore making a claim for compensation for the full repair costs of [insert value].

I am attaching evidence of the damage caused to my car as ascertained by my car mechanic, [insert mechanic’s name]. This shows:

1. That the total cost of the damage amount to [insert value].
2. That the damage was caused by the pothole at the aforementioned location.

The pothole’s dimensions were [insert measurement] in width and [insert measurement] in length, as well as [insert measurement] in depth. It is therefore of such dimensions that it creates a serious risk to road users, and should have been repaired promptly.

I have obtained records from your authority detailing the road maintenance policy for the road in question and the road’s actual repair history. The information I’ve sourced shows that you fell short on the following points and as such should be liable to compensate me for the damage caused: [insert either or both of the following points depending on which are relevant to you]

- Your authority failed to follow the maintenance and inspection policy applicable to the road in question [if this is your argument, give details of how it failed to follow the policy, eg inspections not being frequent enough or not being carried out in the right way, or repairs not being made quickly enough after defects were identified]

- The road maintenance and inspection policy followed by your authority for this road was not appropriate/fell short of national standards [here it will help to detail discrepancies between the authority’s policy and national standards, or explain why you believe the road was miscategorised.]

Your authority has a legal responsibility to maintain roads to a safe standard under the Highways Act 1980. This includes repairing defects such as the pothole that damaged my vehicle. Your authority also has a duty to comply with the Well-maintained Highways Code of Practice. It is also your duty to prevent road defects causing an imminent hazard to the public.

The evidence I have attached [list any other evidence you are including here, eg photos or notes] demonstrates that you have failed in your duty, and are now liable for the full cost of damage to my vehicle.

Please confirm in writing that the authority will reimburse me for full repair costs, along with details of the payment method.

Yours faithfully,

[insert your signature]  
[Insert your name]