**Pothole Template Letter**

The PDF template letter suggests information you should include as a covering letter with your claim form. Replace our guide text in the [blue brackets] with the details that relate to your circumstances. Before sending, read through carefully to check for errors and to be sure it makes sense.

If using the Word version then replace the suggestions in blue and remember to change the text colour and delete these instructions.

[Your name

Your Address]

[Date]

[Name and address

of relevant council]

Dear [name of responsible council officer/department from the website],

Please find attached details of damage to my vehicle caused by a pothole, together with the claim form as I am claiming reimbursement for the repairs.

On [time and date], a pothole on [location] caused damage to my vehicle, which is a [vehicle make, model, and reg no]. The damage caused was [describe the damage].

Maintenance of this road falls within your responsibility. [Council name] 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.

I have enclosed evidence relating to my claim including: [detail the evidence you’re including here – photos, garage bills etc].

I am requesting reimbursement of the full repair costs of [insert value]. Please confirm that [council name] will reimburse these.

I look forward to hearing from you with details of the payment method. I am keen to resolve this in a satisfactory manner.

Yours sincerely,

[your signature]  
[your name]