

**[RED BRACKETS]:** Put your relevant information here, and then change the text colour.

[your name  
and address]

[name and address  
of relevant authority]

[date]

Dear Sir or Madam,

I am writing to inform you that a pothole on [insert address/location] caused damage to my vehicle [insert vehicle, incl model, series and reg no] on [date]. The damage caused was [insert description].

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

I am enclosing evidence of the damage that was caused to my car as reported by my car mechanic, [insert mechanic's name]. This clearly shows:

- a) That the total cost of the damage amount to [insert value].
- b) That the damage was caused by the pothole at the aforementioned location.

Having done my research, I am aware that you require as much information as possible, therefore the pothole's dimensions were [insert measurement] in width and [insert measurement] in length, as well as [insert measurement] in depth. It is therefore so large that it creates a serious risk to road users, and should have been repaired promptly.

I obtained records from your authority detailing the road maintenance policy for the road in question and the road's actual repair history on the [date]. 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:

[use either one 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.]

Under the Highways Act 1980, your authority has a legal responsibility to maintain roads to a safe standard; this includes repairing faults 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 your duty to prevent road defects causing an imminent hazard to the public.

All of the information I have provided proves that you have failed in your responsibility, and are therefore liable for the cost of my damage and repair.

Please confirm in writing that you will reimburse me for the full repair costs. I look forward to hearing from you.

Yours faithfully

[your signature]

[your name]