

LEICESTER CITY COUNCIL - HIGHWAY MANAGEMENT

HIGHWAY INSPECTION REGISTER

Street : HIGHCROSS STREET, ABBEY WARD

Inspection Schedules:
04/04/2016 - 04/04/2018

From : Vaughan Way

To : Cumberland Street

Inspection Schedule	Inspect. Date	Inspected By	Works Orders	Notes
001041	19/04/2016	Vinny Taylor		No Repairs.
001057	12/07/2016	Vinny Taylor		No Repairs.
001074	24/10/2016	Vinny Taylor		No Repairs.
001091	05/01/2017	Vinny Taylor		No Repairs.
001112	24/04/2017	Vinny Taylor		No Repairs.
001132	10/07/2017	Vinny Taylor		No Repairs.
001146	10/10/2017	Vinny Taylor		No Repairs.
001163	04/01/2018	Vinny Taylor		No Repairs.

Revision 1.4

Request Information Target Date 02 Apr 2018

Customer Detail

Request Id 123799

- Councillor Contact - 10 Day
- MP Contact - 5 Days
- OCL - 5 days
- EMail External - 5 Days
- EMail Internal - 10 Days
- Mayor Enquiry - 5 Days

- Mayor's Website - 10 Days
- General CRM - 10 Days

Name
Address

Telephone
Mobile
Email

Date Input 19 Mar 2018
CRM No HW26606430
Created By 40

Client Name

Location HIGHCROSS STREET

Additional Info NR VAUGHAN WAY

Complaint

Complaint Date

Category Carriageway defect

Target Date 02 Apr 2018

Close Date 21 Mar 2018

Details Customer went over pot hole. Has snapped the spring in her vehicle.

Would like to make a claim. Sent form in post.

Does the customer want to make a claim?: Yes

Ward Abbey

Officer Vinny Taylor

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
22/03/2018		bennb001	As per Vinny Taylor - HMO. Await ARF. Passed to RRT to plug on 22/03/2018.
21/03/2018		bennb001	As per Vinny Taylor - This needs to be re-plugging urgently. Passed to Alan Wagg
21/03/2018		thank001	Passed to standing for make safe.

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 06 Apr 2018

Customer Detail

Request Id 123878

- Councillor Contact - 10 Day
- MP Contact - 5 Days
- OCL - 5 days
- EMail External - 5 Days
- EMail Internal - 10 Days
- Mayor Enquiry - 5 Days

- Mayor's Website - 10 Days
- General CRM - 10 Days

Name
Address

Telephone
Mobile
Email

Date Input 21 Mar 2018
CRM No HW26667128

Created By 40

Client Name

Location HIGHCROSS STREET

Additional Info OPP ENT TO NEW DEVELOPMENT

Complaint

Complaint Date

Category Carriageway defect

Target Date 06 Apr 2018

Close Date 22 Mar 2018

Details A growing pothole that is in the line a cyclist would take.
Down to the original cobbles and growing in size. Right outside the goods entrance to the Winvic development

On the county bound carriageway opposite the entrance to the new Winvic development there is a large pothole that has appear in the past week or so. This is nearer to the pavement and is down to the original cobbles

Ward Abbey

Officer Vinny Taylor

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
22/03/2018		thank001	Passed to City Highways to plug on 22.3.18

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 11 Apr 2018

Customer Detail

Request Id 123996

- Councillor Contact - 10 Day
- MP Contact - 5 Days
- OCL - 5 days
- EMail External - 5 Days
- EMail Internal - 10 Days
- Mayor Enquiry - 5 Days
- Mayor's Website - 10 Days
- General CRM - 10 Days

Name

Address :

Telephone :

Mobile

Email

Date Input 26 Mar 2018

CRM No HW26776811

Created By 40

Client Name

Location HIGHCROSS STREET

Additional Info TOWARDS ALL SAINTS CHURCH

Complaint

Complaint Date

Category Carriageway defect

Target Date 11 Apr 2018

Close Date 27 Mar 2018

Details I drove over this pothole and there was a loud bang followed by vibration, I thought I had a puncture or suspension damage. took these photos to show it's size. Garage says it's the engine mount. I would like to raise a claim against you in respect of cost for repairs to the vehicle.

Ward Abbey

Officer Vinny Taylor

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
09/04/2018	10:31:15	thank001	
27/03/2018		thank001	Await ARF

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____