

LEICESTER CITY COUNCIL - HIGHWAY MANAGEMENT

HIGHWAY INSPECTION REGISTER

Street : STONESBY AVENUE, EYRES MONSELL WARD

Inspection Schedules:
20/11/2017 - 20/11/2019

From :

To :

Inspection Schedule	Inspect. Date	Inspected By	Works Orders	Notes
001161	30/11/2017		17184035, 17184037	
001176	09/03/2018		17185941, 17185942	
001198	18/06/2018		18202470, 18202471	
001244	04/09/2018		18204913	
001296	28/11/2018			No Repairs
001335	27/02/2019		18210614	Gas board working on whole road installing a new pipe
001389	04/06/2019		19201852	
001424	02/09/2019		19204575, 19204576, 19204577	

Revision 1.4

Request Information Target Date 24 Jan 2018

Customer Detail

Request Id 122262

- Councillor Contact - 10 Day
- MP Contact - 10 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 10 Jan 2018
CRM No HW25037019
Created By 40

Client Name

Location STONESBY AVENUE 24 Jan 2018

Additional Info MINI R/A JCT GREENSIDE PLACE

Complaint

Complaint Date

Category Carriageway defect
Target Date 24 Jan 2018
Close Date 11 Jan 2018

Details Pot hole getting bigger and deeper. Cannot be avoided when turning into greeside place.

Ward Eyres Monsell
Officer

Team Name Highway Operations

REQUEST HISTORY

Date	Time	User	Details
11/01/2018		thank001	Works order 17184403 issued 3.1.18. Previously plugged after w/o 16176199 (8.2.17), no permanent repair carried out. For further information, re-directed to City Highways.
11/01/2018		thank001	has passed to Allroads Contractors for repair on 8.1.18. he will check repair and deal with if not been done.

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 02 Mar 2018

Customer Detail

Request Id 123082

- Councillor Contact - 10 Day
- MP Contact - 10 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 16 Feb 2018
CRM No HW25876573
Created By 40

Client Name
Location STONESBY AVENUE 02 Mar 2018

Additional Info
Complaint

Complaint Date
Category Carriageway defect
Target Date 02 Mar 2018

Close Date 16 Feb 2018
Details This pothole has left my missus stranded with the front wheel and tyre destroyed with £1100 of damage to the car

You cannot miss the pothole

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
16/02/2018			Email sent to Risk @ 10:16
16/02/2018			Await ARF.

16/02/2018
16/02/2018
This pothole has left my missus stranded with the front wheel and tyre destroyed with £1100 of damage to the car

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 29 Mar 2018

Customer Detail

Request Id 123681

- Councillor Contact - 10 Day
- MP Contact - 10 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 15 Mar 2018
CRM No HW26517468
Created By 40

Client Name
Location STONESBY AVENUE

Additional Info
Complaint

Complaint Date
Category Carriageway defect
Target Date 29 Mar 2018
Close Date 19 Mar 2018

Details Show full report
Reported by:
Name
Email

Replies to this message will go directly to the user who reported the problem.

There are several big potholes on the mini roundabout near Holy cross school.
Category: Potholes

The potholes are quite hard to miss, I hit one and it made a Big Bang, hopefully it's not damaged my car, this needs sorting because I see other cars swerving onto the other side of the road to miss them.

Location:
Easting/Northing: 458585/300066 (52.595242, -1.136556)
Nearest road to the pin placed on the map (automatically generated by Bing Maps):
Stonesby Avenue, Leicester,
LE2 6
Nearest postcode to the pin placed on the map (automatically generated): LE2
(77m away)

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

Customer contacted? Yes / No Date contacted:

Date enquiry/complaint closed

Signed

Request Information Target Date 29 Mar 2018

REQUEST HISTORY

Date	Time	User	Details
19/03/2018			Works order 17185486 issued, due to be repaired week commencing 24.3.18 during Stonesby Ave closure. Email sent.

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 02 Apr 2018

Customer Detail

Request Id 123761

- Councillor Contact - 10 Day
- MP Contact - 10 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 HW26582334
Created By 40

Client Name

Location STONESBY AVENUE
Additional Info JCT TRENANT ROAD
Complaint

Complaint Date

Category Carriageway defect
Target Date 02 Apr 2018
Close Date 22 Mar 2018

Details Two mini roundabouts at Trenant Road, several deep pot holes
Several deep potholes

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
22/03/2018			Works order 17185486 issued 16.2.18. Repair will be carried out during Stonesby Ave closure.

Customer contacted? Yes / No Date contacted:

Date enquiry/complaint closed

Signed

Request Information Target Date 03 Apr 2018

Customer Detail

Request Id 123817

- Councillor Contact - 10 Day
- MP Contact - 10 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 20 Mar 2018
CRM No HW26626144 /
Created By 67

Client Name
Location STONESBY AVENUE
Additional Info Junction with Trenant road

Complaint
Complaint Date

Category Carriageway defect
Target Date 03 Apr 2018
Close Date 21 Mar 2018

Details From:
Sent: 16-Mar-2018 19:58:17
To: customerservices@leics.gov.uk
Subject: Potholes

I was driving home Monday evening at 21:45 on Stonesby Avenue Leicester approaching the 2 mini roundabouts which the first one shares the junction to Trenant Road and the second shared to Greenside Place approaching the Pork Pie roundabout. As I drove around the first mini roundabout my nearside front wheel went straight into very deep pothole filled with rainwater. I pulled straight over, checked the wheel and it has buckled it (please see attached) I am so angry about this as it has damaged my rare alloy wheel! It's to dark to see the extent of the damage. The thing is I know this area has already been surveyed as you will be soon installing the hideous black speed pillows which are so hard and awkward on any car, not to mention not being able to see them in the dark!! Now what do we pay road tax for? My car is my pride and joy, this has happened to me too many times with previous vehicles I've owned! But I've had enough now. This vehicle takes me to work and back, I commute 30+ miles a day to pay my bills such as road tax, ironic hey! But this is dangerous and there are 2 schools within the vicinity. I would expect more people complaining about the same bit of road. There are 3rd world countries with better roads than Britain, it is embarrassing!

The pothole pictures are also attached but I can't get too close to it as its a busy road.

I look forward to your response.

Customer contacted? Yes / No

Date contacted:

Date enquiry/complaint closed

Signed

Request Information Target Date 03 Apr 2018

Ref.8680364

Ward Eyres Monsell

Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
21/03/2018			Works order 17185486 issued 16.2.18, no work carried out. Await ARF.



Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 06 Apr 2018

Customer Detail

Request Id 123852

- Councillor Contact - 10 Day
- MP Contact - 10 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 HW26649079
Created By 67

Client Name
Location STONESBY AVENUE

Additional Info
Complaint

Complaint Date
Category Carriageway defect
Target Date 06 Apr 2018
Close Date 04 Apr 2018

Details Pot hole on the mini roundabout on Stonesby Avenue with the junction of Greenside Place. Also potholes down Greenside Place need attention

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
04/04/2018			Works order for potholes on Greenside Place. Praf/Haz to look at area near mini roundabout.

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 09 Apr 2018

Customer Detail

Request Id 123912

- Councillor Contact - 10 Day
- MP Contact - 10 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 22 Mar 2018
CRM No HW26693108
Created By 67

Client Name
Location STONESBY AVENUE

Additional Info
Complaint

Complaint Date
Category Carriageway defect
Target Date 09 Apr 2018

Close Date 04 Apr 2018

Details On the round about between Stonesby Avenue and Glenhills Way right by the pedestrian crossing.

A deep pothole on the roadabout has been hit which caused my tyre to split. I managed to pull over safely but I did have to be recovered. I had to wait almost two hours for recovery and had to pay £76.95 for a new tyre. I attempted to take a photograph of the pothole but I couldn't as the road was too busy and it wasn't safe to do so. It will be evident which pothole I am referring to upon arrival.

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
04/04/2018			Works order issued already - chased up and HMO has spoken to to chase up as well. Await ARF.

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 13 Apr 2018

Customer Detail

Request Id 124054

- Councillor Contact - 10 Day
- MP Contact - 10 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 | [Redacted]
 Address [Redacted]
 Telephone [Redacted]
 Mobile [Redacted]
 Email [Redacted]

Date Input 28 Mar 2018
 CRM No HW26833568
 Created By 67

Client Name
 Location STONESBY AVENUE

Additional Info
 Complaint

Complaint Date
 Category Carriageway defect
 Target Date 13 Apr 2018
 Close Date 28 Mar 2018
 Details To whom it may concern,

I'm a local driving instructor who was sitting in on a driving test, when the pupil hit a pothole which damaged the tyre.

The incident occurred on Stonesby Avenue at the mini roundabout travelling towards the pork pie roundabout.

Time: 11:00
 Damage split tyre
 Date: 22/03/2018

Ward Eyres Monsell
 Officer [Redacted]

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
05/04/2018	09:23:56	[Redacted]	4/4/18 Re: Pothole damage to vehicle/ Highways Department [REF:2562052923845] To whom it may concern, My address is [Redacted], I look forward to receiving the claim form in due course.
05/04/2018		[Redacted]	4/4/18 Web link for claim form sent by CSS.
28/03/2018		[Redacted]	Repairs in progress.

[Redacted] Stonesby Avenue [Redacted]

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

4/4/18 Re: Pothole damage to vehicle/ Highways Department [REF:2562052923845] To whom it may concern, My address is [Redacted], I look forward to receiving the claim form in due course.

Request Information Target Date 23 Apr 2018

Customer Detail

Request Id 124301

- Councillor Contact - 10 Day
- MP Contact - 10 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 09 Apr 2018

CRM No HW27111749

Created By 67

Client Name

Location STONESBY AVENUE

Additional Info holy cross school

Complaint

Complaint Date

Category Carriageway general

Target Date 23 Apr 2018

Close Date 12 Apr 2018

Details this road was closed for two weeks over easter, I drove down it when it reopened, what a joke two weeks to install a crappy speed hump and bodge some potholes. Seriously who ever planned and carried out this job needs sacking!!!!!! Its a disgrace, the road is now worst than before the job. Two weeks was ample time to resurface the entire length of this road. Remind me again what I pay my council tax for?????

Ward Eyres Monsell

Officer

Team Name Highway Operations

REQUEST HISTORY

Date	Time	User	Details
12/04/2018			Dear

Thank you for your call regarding the works recently carried out at Stonesby Ave and your concern of how long the works took to complete.

The works carried were required for the implementation of a 20mph Zone and to create a safer environment and crossing point for schoolchildren who use the area and nearby school. This work was actually quite significant and involved installing a road hump at the existing pedestrian crossing on Stonesby Avenue adjacent to Trenant Road. Although I appreciate it might seem that there were minimal works carried out, the works actually consisted of a number of work tasks, including excavation of failing reinforced concrete bays and reconstruction of the carriageway, new highway road gully connections to a deep Severn Trent Water sewer, kerb and tactile paving alterations and associated footway works.

We apologise for the inconvenience caused during the works which were necessary for the introduction of the road safety improvements.

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 23 Apr 2018

Yours Sincerely,

12/04/2018

E-mail sent by

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 25 May 2018

Customer Detail

Request Id 125197

- Councillor Contact - 10 Day
- MP Contact - 10 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 18 May 2018
CRM No

Created By 67

Client Name

Location STONESBY AVENUE

Additional Info

Complaint

Complaint Date

Category Highway claim

Target Date 25 May 2018

Close Date 25 May 2018

Details Vehicle Damage Claim Number: [REDACTED]

Incident Date: 22/03/2018

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
25/05/2018			As per [REDACTED] - HMO. Tech report completed and sent to risk

Customer contacted? Yes / No Date contacted: [REDACTED]

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 27 Dec 2018

Customer Detail

Request Id 128208

- Councillor Contact - 10 Day
- MP Contact - 10 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 10 Dec 2018
CRM No HW32735985
Created By 40

Client Name
Location STONESBY AVENUE
Additional Info ON R/A - NR HOLY CROSS PRIMARY SCHOOL
Complaint

Complaint Date
Category Carriageway defect
Target Date 27 Dec 2018
Close Date 11 Dec 2018

Details Large, deep pothole on the roundabout on the B5418, near the Holy Cross Primary School. Any damage repair costs to my vehicle resulting from hitting this pothole will be forwarded to yourselves.

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
11/12/2018			Greenside Place does not exceed intervention levels see hardcopy for details.
10/12/2018			Email sent to @ 11:23 & Insurance Services @ 11:24

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 03 Dec 2019

Customer Detail

Request Id 133444

- Councillor Contact - 10 Day
- MP Contact - 10 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 Nov 2019
CRM No GE157624598
Created By 67

Client Name

Location STONESBY AVENUE

Additional Info

Complaint

Complaint Date

Category Carriageway defect

Target Date 03 Dec 2019

Close Date

Details Hi,

Today (17/11/2019) I was driving along the B5418 (about 2.15pm) towards wigston when I hit a huge pot hole just before the mini roundabout where the B5418 joins Greenside Pl. The impact was so great that it completely blew my tire. My partner and I spent the next 3 hours waiting for Tyre medics to come out and repair the damage, to which I missed my dads 65th birthday and also ended up with a 227.50 bill. The mechanic agreed this damage was caused by the impact from the pothole, which he wrote on the invoice and is also happy to confirm if you need more information.

We have also taken pictures of the pothole, along with measurements. I would like to know how to claim against the council to recoup the costs I have incurred.

Kind Regards

Ward Eyres Monsell
Officer

Team Name Highway Asset Management

REQUEST HISTORY

Date	Time	User	Details
19/11/2019			Details e-mailed to Insurance services @ 16.50

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____

Request Information Target Date 24 Dec 2019

Customer Detail

Request Id 133866

- Councillor Contact - 10 Day
- MP Contact - 10 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 17 Dec 2019

CRM No

Created By 67

Client Name

Location STONESBY AVENUE

Additional Info

Complaint

Complaint Date

Category Highway claim

Target Date 24 Dec 2019

Close Date

Details Vehicle Damage Claim Number:

Incident Date: 17/11/2019

Ward Eyres Monsell

Officer

Team Name Highway Asset Management

Customer contacted? Yes / No Date contacted: _____

Date enquiry/complaint closed _____

Signed _____