

From: [REDACTED]
To: [Highways Correspondence](#)
Subject: Re: Customer service Enquiry - 11003005- Significant damage to pathway - [REDACTED]
Date: 04 August 2021 21:27:26
Attachments: [72C6F2800FB34340B1BF2F0318626DF4.png](#)
[14637E6D6D4B45CFBF394F89DEED212C.png](#)

Dear Sir/Madam,

Could you please update me on the progress of this enquiry, reference: 11003005. I note I have yet to receive a response.

Thank you.

[REDACTED]

From: Highways Correspondence <HighwaysCorrespondence@Barnet.gov.uk>

Sent: 03 June 2021 10:28

To: [REDACTED]

Subject: Customer service Enquiry - 11003005- Significant damage to pathway - [REDACTED]

Dear [REDACTED]

Thank you for raising your enquiry with London Borough of Barnet Highways.

your reference number is 11003005 and your enquiry is due for response within 10 working days.

Yours Sincerely

[REDACTED]

Case Management Officer for Re Highways

Address: London Borough of Barnet

2 Bristol Avenue, Colindale, London, NW9 4EW

8th Floor

Work: [Tel: 02083593555](tel:02083593555)

Email: highwayscorrespondence@barnet.gov.uk

Website: www.capita.co.uk/property

www.re-ltd.co.uk



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From: [REDACTED]

Sent: 31 May 2021 16:37

To: Highways Correspondence <HighwaysCorrespondence@Barnet.gov.uk>; Skips <Skips@Barnet.gov.uk>

Subject: Significant damage to pathway - [REDACTED]

[REDACTED]

Dear Highways/Skips,

We write to you regarding a matter previously raised – the damage to the public footway outside [REDACTED]

[REDACTED] As you are well aware and mentioned in our previous communications, significant damage was done to the footway outside [REDACTED] as skips and building material were loaded directly onto the public footway as part of ongoing works. Please find attached relevant photos - attachment file names and their description can be found in the addendum at the end of this email. Despite reassurance the matter is being dealt with and repairs will be carried out by Highways – (partial) repairs have been carried out by the contracted builders working at the site.

- Can you confirm whether Highways and/or any of their approved contractors carried out any

repairs to the footway outside [REDACTED] since the matter had come to your attention? We express our feelings of sadness and disappointment at the harm that has been caused to both nearby properties and the public footway from the ongoing development work at the site. Repairs to footway performed by other than the council or their approved contractors create serious concerns regarding liability - should any damage arise that affects nearby properties or insurance claims from accidents who shall be held responsible? We raise this concern as neighbours, given the footpath is located directly opposite a school – Kerem School – and improper repair could pose a serious health and safety risk to children.

We hope a visit from a Highways Officer can be scheduled to confirm what has been raised – we suspect, however, the repairs to the footway by the contracted builders may be completed by that time.

Thanks for your assistance. We hope to hear back soon.

[REDACTED]

Addendum

File name: "[REDACTED].eml" ; Description: Previous email communications with Skips@Barnet.gov.uk

File name: "[REDACTED].eml"; Description: Previous email communication with

HighwaysCorrespondence@Barnet.gov.uk

File name: "Skip_pavement.jpg"; Description: Image showing skip placed on the public footway

File name: "street_damage_LL.jpg" ; Description: Photograph taken 29/05/21 showing damaged footway outside site of 9 Norrice Lea

File name: "tippers.jpg" ; Description: Image dated 21/05/21 showing construction material being offloaded onto public pathway

File name: "builder_repair.jpg" ; Description: Image dated 31/05/21 showing repairs being made to public pathway by contracted builders

File name: "builder_repair2.jpg" ; Description: Image dated 31/05/21 showing repairs being made to public pathway by contracted builders

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