



RE Highways Network Management,  
Colindale Offices,  
2 Bristol Avenue, Colindale, NW9 4EW  
10 February 2020  
Our ref: 5961264

Thank you for your request received on 15 January 2020, for the following information:

**I would like to know if and how many other people have reported the pot hole on Grahame park way just after the mini roundabout from Bunns lane.**

xxxxxxxxxxxxxxxxxxxxxxxxxxxx

**I would like to know when the first report was made to the council and how many subsequent reports have also been made.**

We have processed this request under the Environmental Information Regulations 2004.

## **Response**

The council holds the information requested and the answers to your questions are below

***I would like to know if and how many other people have reported the pot hole on Grahame park way just after the mini roundabout from Bunns lane.***

***This pot hole is able to cause a lot of damage to vehicles passing -***

xxxxxxxxxxxxxxxxxxxxxxxxxxxx

***I would like to know when the first report was made to the council and how many subsequent reports have also been made.***

This was first reported on 4 November 2019 and was subsequently reported 6 more times.

## **Your damages or personal injury**

If you wish to make a claim for damages or personal injury against the council you must submit your claim, in writing, direct to the councils Insurance Section.

This is because your letter is the first step in a legal process and acts as your notification of intent to claim.

In your letter or email please include your reference number, details of where and when the incident took place and a description of what happened.

Any photographs of the location or injury can also be submitted with your written notification.

### **How to contact the Insurance team**

The Insurance team can be contacted by email or in writing

By post, Insurance Section,

London Borough of Barnet,

2 Bristol Avenue, Colindale,

London,

NW9 4EW

By email, [insurance@barnet.gov.uk](mailto:insurance@barnet.gov.uk)

We welcome all feedback as this helps us improve the services we provide for residents. Please help by telling us about your experience using the short survey available

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information

Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.