I am writing on behalf of Ben Savage to respond to your information request:

1. For the previous five financial years (including 2012/13), how much in compensation has been paid out by the Royal Borough to road users as a result of damage caused by potholes on roads which it is the Royal Borough’s responsibility to repair?

   Information not held

2. Please also state the number of cases this includes for each of those five years.

   Information not held

3. Customer contacts received regarding potholes

   2008/09 = 514
   2009/10 = 1466
   2010/11 = 1152
   2011/12 = 856
   2012/13 = 1398
   1st April 2012 to 23rd January 2013 = 902

4. Number of potholes repaired in carriageway

   2008/09 = 3386
   2009/10 = 3616
   2010/11 = 2246
   2011/12 = 2575
   2012/13 = 4087

5. Number of incomplete orders for carriageway defects as at 12th April 2013 = 45

   This concludes your request.

   If you require translation of the information you have been sent please do not hesitate the contact us.

   If you are unhappy with the information we have provided in response to your request please write to:

   Information Management Team Manager
   Royal Borough of Windsor & Maidenhead
   Town Hall, St Ives Road
   Maidenhead
   SL6 1RF

   or send an e-mail to martin.tubbs@rbwm.gov.uk
We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF