

## **Environmental Information Regulations – Response - 27171**

*outside of 52 Renfrew Road, Ipswich, IP4 3HZ. The what3words looks to be ///corner.linked.pushy*

*Please could you: confirm whether the road in question is maintained by Suffolk County Council*

*Yes*

- confirm whether this pothole or section of highway had previously been reported*

*There were no reports of a pothole outside of number 52 Renfrew Road prior to 25 March 2026. Details of an inspection of this pothole following a report received 10/04/2026 are as per below file '27171\_Report.pdf'.*

- provide the dates of all inspections, complaints, defect reports, and repairs relating to this location in the 12 months prior to the incident (25 March 2026.)*

*As per below file named '27171\_Report.pdf'.*

- confirm what risk category applied to this defect and the timescale for repair under the Council's policies*

*The defect was assessed against SCC's Highways Maintenance Operational Policy (HMOP) Defect Matrix C – Carriageway Defects.*

*The HMOP can be found at <https://www.suffolk.gov.uk/roads-and-transport/highway-maintenance/highway-asset-management/highway-maintenance-operational-plan>*

[27171\\_Report.pdf](#)

# Customer Service Report Case

## Case Details

**Case Number (External Reference):** 59732  
**Case Type:** Pothole(s)  
**Case Location:** Renfrew Road, Ipswich, Suffolk  
**Case Location Text:** Outside 52 Renfrew  
**Description:** Pothole in the road - please see attached email for photos and more information  
**Case Owner:** [REDACTED]  
**State:** Cleared  
**Originated / Cleared Date:** 10/04/2026 11:08:08 / 17/04/2026 07:12:40  
**Service Level:** Standard  
**Escalation Level:**  
**Case Age - Calendar / Working:** 6d 20h 4m / 4d 6h 21m  
**Time With Us - Calendar / Working:** 6d 20h 4m / 4d 6h 21m  
**Suspension Reason:**  
**Clearance Reason:** C01 - Not at Intervention Level

## User-Defined Fields

### Additional Fields

CHS Response Due Date Override

CHS Marker

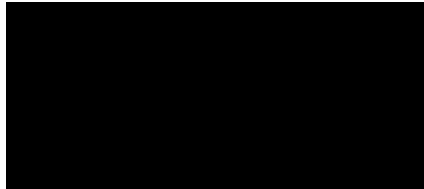
## Customer

**Contact:**

**Address:**

**Email Address:**

**Home / Mobile Phone Number:**



## Linked Maintenance Actions

### Locations

| Location                       | Asset Type  | Location Text      |
|--------------------------------|-------------|--------------------|
| Renfrew Road, Ipswich, Suffolk | Carriageway | Outside 52 Renfrew |

## Event History

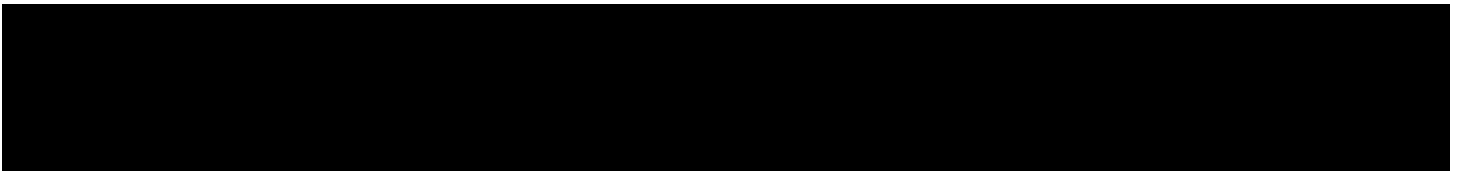
| Date / Time         | Event                                       | State    | User                                     |
|---------------------|---|----------|--|
| 10/04/2026 11:08:09 | Created                                     | Recorded | API - Suffolk County Council - Report IT |
| 10/04/2026 11:08:10 | Assigned Queue: Highway Assessment Officers | Queued   | API - Suffolk County Council - Report IT |

## Event History

| Date / Time         | Event   | State       | User                                     |
|---------------------|---|-------------|--|
| 10/04/2026 11:08:11 | Customer: Acknowledgement – Recorded email to Customer Email Sent | Queued      | API - Suffolk County Council - Report IT |
| 10/04/2026 11:08:13 | Prompted HAO Site Visit 124309                                    | Queued      | API - Suffolk County Council - Report IT |
| 10/04/2026 11:08:17 | Assigned Owner: [REDACTED]  | Outstanding | API - Suffolk County Council - Report IT |
| 10/04/2026 11:08:20 | *Internal* - Case Owner Notification Email Email Sent             | Outstanding | API - Suffolk County Council - Report IT |
| 10/04/2026 11:13:22 | Added relation to Case 59734                                      | Outstanding | [REDACTED]                               |
| 17/04/2026 07:12:40 | Case 59732 Cleared  | Cleared     | [REDACTED]                               |
| 17/04/2026 07:12:42 | Customer: Case Closure Email Email Sent                           | Cleared     | [REDACTED]                               |
| 17/04/2026 07:12:57 | Completed HAO Site Visit 124309 (Completed)                       | Cleared     | [REDACTED]                               |

## Related Cases

| Case Number | Location                       | Description                       | State  |
|-------------|--------------------------------|-----------------------------------|--------|
| 59734       | Renfrew Road, Ipswich, Suffolk | Request for personal injury claim | Queued |







**Inspections Done**

From 25/03/2025 To 26/03/2026

28/04/2026

**Nsg Ref:** 18200840 RENFREW ROAD, IPSWICH  
**Activity Type:** CSI Carriageway Safety Inspections **Survey no:** 186317  
**Frequency:** 3 Months  
**Date Due:** 02/06/2025

**Done Date/Time:** 30/05/2025 ( 11:21

**Inspector:** [REDACTED]

**Defect Found:** No

**Description:** lots of non intervention defects

**Next Due Date:** 02/09/2025

**Last Updated By:** [REDACTED] at 14:49 on 30/05/2025

**Activity Type:** CSI Carriageway Safety Inspections **Survey no:** 194878

**Frequency:** 3 Months

**Date Due:** 02/09/2025

**Done Date/Time:** 04/09/2025 ( 11:28

**Inspector:** [REDACTED]

**Defect Found:** No

**Description:**

**Next Due Date:** 02/12/2025

**Last Updated By:** [REDACTED] at 16:35 on 04/09/2025

**Activity Type:** CSI Carriageway Safety Inspections **Survey no:** 200218

**Frequency:** 3 Months

**Date Due:** 02/12/2025

**Done Date/Time:** 03/12/2025 ( 13:15

**Inspector:** [REDACTED]

**Defect Found:** Yes

**Description:**

**Next Due Date:** 02/03/2026

**Last Updated By:** [REDACTED] at 16:34 on 03/12/2025

**Activity Type:** FIW Footway Inspections Walked **Survey no:** 194879

**Frequency:** 12 Months

**Date Due:** 02/09/2025

**Done Date/Time:** 04/09/2025 ( 08:10

**Inspector:** [REDACTED]

**Defect Found:** Yes

**Description:** section 81 AW reinstatement failed o/s 119, works already ordered LA350321

**Next Due Date:** 02/09/2026

**Last Updated By:** [REDACTED] at 16:35 on 04/09/2025



# Asset Location History Report Aurora

Note: this report is limited to 50,000 records.

## Search Parameters

Current User Extent:

Done From / To:

01/03/2025 /

Due From / To:

/

Include:

All

Location:

Street : Renfrew Road Ipswich, Suffolk

Selected Spatial Area:

Report Run Date:

28/04/2026

## Road Classification Information

### USRN

USRN:

18200840

Road Number:

Z5U3068

Address:

RENFREW ROAD

Town:

IPSWICH

Maintaining Organisation:

SUFFOLK COUNTY COUNCIL

Street Type:

Designated Street Name

Highest Carriageway Reinstatement:

Carriageway type 4 (up to 0.5 MSA)

Urban or Rural:

Urban

Road Hierarchy:

Secondary Distributor (3b)

Footway Hierarchy:

Link Footways (3)

Length:

1189.59

## Inspections

## Highway Safety Inspection

|                 |                                 |
|-----------------|---------------------------------|
| Action Number:  | 18413                           |
| Action Type:    | Highway Safety Inspection       |
| Asset Type:     | Carriageway                     |
| Method:         | Driven                          |
| Inspector:      |                                 |
| Due Date:       | 02/03/2026 23:59                |
| Completed Date: | 27/02/2026 07:57                |
| State:          | Completed (No Observed Defects) |
| Frequency:      | Quarterly                       |

|                    |  |
|--------------------|--|
| Next Due Date:     | 02/06/2026 23:59   |
| Defect Found?:     | Yes  |
| HAO Area:          | HAO - All Areas Merged, HAO - Ipswich 1, HAO - Ipswich 3 |
| HAE Area:          | HAE - Phoenix  |
| Weather:           | Dry  |
| Surface State:     | Dry  |
| Walked or Driven?: | Driven   |
| Driver Name:       | ■  |