

Environmental Information Regulations – Response - 27700

~~Pothole repairs in Ipswich~~ – **Reduced to immediate location of pothole following request to narrow down the scope of the request.**

*Pothole inspection records WhatThreeWords location **ranch.poem.tonic** since 1 January 2026 (specifically):*

1. All reports received about any road defects since **1 January 2026**, including details of action taken on each report.

As per file named '27700_Report.pdf'

NB: data from 01/01/2026 to and including 31/01/2026 is for the entire length of Hadleigh Road. From 01/02/2026 is data at the specific location.

2. Specifications and criteria for temporary and permanent repairs.

As per .pdf file named 'PotholeSpec.pdf'

3. Copies of the works orders (to identify how the pothole was repaired).

This same letter was posted to the council by hand over a month ago and I have received no communication back so I am emailing this time.

I have also attached my previous communications with the council about (a specific) pothole repair and a photo of the pothole, I do also have a video showing another vehicle hitting the hole which caused a puncture.

As per file named '27700_Report.pdf'

NB: data from 01/01/2026 to and including 31/01/2026 is for the entire length of Hadleigh Road. From 01/02/2026 is data at the specific location.

Redacted Information

All information released in response to a Freedom of Information Act 2000 (FOIA) or Environmental Information Regulation 2004 (EIR) request is deemed to be in the public domain. As such we must consider whether or not the requested information qualifies as personal information and should therefore not be released into the public domain.

The council has determined that this is personal information and is therefore exempt from disclosure under **section 40** of the FOIA and **regulation 13** of the EIR.

The Council considered the following, including the possible consequences of disclosure for the data subjects concerned and their reasonable expectations as to the use of their data:

- expectations of the individuals concerned about personal information being put into the public domain;

- reasonable expectations - the data subjects concerned would have a legitimate expectation of privacy concerning their personal information and would not have anticipated this being put into the public domain;
- whether or not the requested information could be anonymised; and
- balancing the individual's rights and the legitimate interests - In past cases the Information Commissioner has weighed the individual's rights to privacy against the public interest in disclosure. There is no presumption in favour of releasing personal data.

This is an absolute exemption, which means that if the condition is satisfied there is no additional public interest test to consider.

In assessing fairness, the Council considered the likely consequences of disclosure of the requested information. Personal information should not be used in ways that have unjustified adverse effects on the individuals concerned. The council also considered whether such disclosure would be within the reasonable expectations of the individuals, given that any response to a request under the FOIA or EIR is deemed to be in the public domain. The council believes that in this instance it is not fair to disclose personal data and is therefore withholding the requested information under section 40 of the FOIA and regulation 13 of the EIR.

Insurance Claims Investigation Report



NSG Ref/Street Name: 18201208 HADLEIGH ROAD

Dates: 1-1-2026 to 31-1-2026

Defects: HOT,P01B,P02B,P03B,P04B,P05B,P06B,P07B,P08B,P09B,P10B,P11B,P12B,P13B,P14B,P15B,P16B,P17B,P18B,P19B,P20B,P21B,P23B,P24B,P25B,P26B,P27B,P28B,P29B,P30B,P31B,P32B,P33B,P34B,P37B,P38B,P39B,P40B,P41B,P42B,P43B,P44B,P45B,P46B,P47B,P48B,P49B,P50B,P51B,P52B,P53B,P54B,P55B,P56B,P57B,P58B,P59B,P60B,P61B,P62B,P63B,P64B,P65B,P69B,RA1,RA1A,RA1B,RA2,RA2A,RA2B,RB1,RB1A,RB1B,RB2,RB2A,RB2B,RB3,RB4,RC1,RC1A,RC1B,RC2,RC2A,RC2B,RC3,RC4,RD1,RD1A,RD1B,RD2,RD2A,RD2B,RD3,RD3A,RD3B,RD4,RD4A,RD4B,RD5,RD5A,RD5B,RE1,RE1A,RE1B,RE2,RE2A,RE2B,RE3,RE3A,RE3B,RF1,RF1A,RF1B,RF2,RF2A,RF2B,RF3,RF3A,RF3B,RF4,RF4A,RF4B,RG1,RG1A,RG1B,RG2,RG2A,RG2B,RG3,RG3A,RG3B,RH1,RH1A,RH1B,RH2,RH2A,RH2B,RH3,RH3A,RH3B,RH4,RH4A,RH4B,RH5,RH5A,RH5B,RI1,RI1A,RI1B,RI2,RI2A,RI2B,RJ1,RJ1A,RJ1B,RJ2,RJ2A,RJ2B,RJ3,RJ3A,RJ3B,RJ4,RJ6,RJ7,RJ8,RK1,RK1A,RK1B,RK2,RK2A,RK2B,RK3,RK3A,RK3B,RL1,RL1A,RL1B,RL2,RL2A,RL2B,RL3,RL3A,RL3B,RL4B,RL5,RL5A,RL5B,RM1,RM1A,RM1B,RM2,RM2A,RM2B,RM3,RM3A,RM3B,RM4,RM4A,RM4B,RM5A,RM5B,RM6A,RM6B,RN1A,RN2A,RN3A,RN4A,RN5A,RN6A,RO1A,RO2A,RO3A,RO4A,RO5A,RP1,RP1A,RP1B,RP2,RP2A,RP2B,RP3,RP3A,RP3B,RP4,RP4A,RP4B,RP5,RP5A,RP5B,RP6,RP6A,RP6B,RQ1A,RQ1B,RQ2A,RQ2B,RQ3A,RQ4A,RQ5A,RT1,RT2,RT3,RZ1B,W01,W01B,W02,W02B,W03,W03B,W04,W04B,W05,W05B,W06,W06B,W07,W07B,W08,W08B,W09,W09B,XOBB,XOBS

Requests: BRID,CYCL,DBAY,DICO,DRFL,DROP,EMER,ENFO,FLOD,GCUT,GHTW,GRCI,GREE,HIRC,HMRK,INSU,LHB,LIC,LIGH,LORR,NODR,NOVE,OHTB,PAVE,PAVG,POTH,RDWK,ROAD,ROAG,ROAS,ROWM,SAFE,SDRE,SIGN,SLF,SLG,SNGB,SNIG,SNSB,STFR,TRST,WEED,ZCAB,ZFOI,ZSYS

Activities: CSI,FIW,FID

Street Works: NONE

General Maintenance LA Code Details

LA Code:	360585	Stage:	APPROVED	Source:	KEYBOARD
NSG Ref:	18201208			Unit Name:	CARRIAGEWAY
Address:	HADLEIGH ROAD IPSWICH				
Section:	C494/4				
Location:	o/s of Norwich House and the railway bridge. IP2 0JN				
Easting:	614376.32	Northing:	244610.08		
Expenditure Code:	KM04011222	Defect:	RZ1B	Emergency Response	
		Priority:	1	2 Hours	
		Order No.	299260		
Originated:	15/01/2026				
Selected:	15/01/2026				
Ordered:	15/01/2026				
Completion Due:	15/01/2026				
Start:	15/01/2026				
Completed:	15/01/2026				
Description:	7 reports of a large pothole, reports of vehicles backed up in carriageway.				
Photo	\\gyr-data-014\DOC_SUFF_LIVE\Objects\SY\MAIN_G\2026_01\ML0300_00360585_360585_On_Site_f05@miles tone.mwf_1768500865470_0019.jpg				



Photo	\\gyr-data-014\DOC_SUFF_LIVE\Objects\SY\MAIN_G\2026_01\ML0300_00360585_360585_Travelling_f05@mile stone.mwf_1768499578947_0023.jpg
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Photo

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Photo

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Photo

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Photo

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General Maintenance LA Code Details

LA Code:	360586	Stage:	COMPLETED	Source:	KEYBOARD
NSG Ref:	18201208			Unit Name:	CARRIAGEWAY
Address:	HADLEIGH ROAD IPSWICH				
Section:	C494/4				
Location:	Junction with Dickens Road, IP2 0HU				
Easting:	614388.48	Northing:	244601.19		
Expenditure Code:	KM04011222	Defect:	RZ1B	Emergency Response	
		Priority:	1	2 Hours	
		Order No.	299261		
Originated:	15/01/2026				
Selected:	15/01/2026				
Ordered:	15/01/2026				
Completion Due:	15/01/2026				
Start:					
Completed:	26/01/2026				
Description:	Hadleigh Road, Junction with Dickens Road, IP2 0HU. Pothole in the road and cars has had their tyres damaged. CAD: 246				

General Maintenance LA Code Details

LA Code:	360593	Stage:	APPROVED	Source:	HAND-HELD
NSG Ref:	18201208			Unit Name:	CARRIAGEWAY
Address:	HADLEIGH ROAD IPSWICH				
Section:	C494/4				
Location:	Adjacent to traffic island outside Norris House				
Easting:	614364.15	Northing:	244599.99		
Expenditure Code:	KM04011222	Defect:	RC1B	Cway Defects - Very likely >100mm	
		Priority:	2	2 Working Days	
		Order No.	299268		

Originated:	15/01/2026
Selected:	16/01/2026
Ordered:	16/01/2026
Completion Due:	15/01/2026
Start:	19/01/2026
Completed:	20/01/2026

Description:	
SR01 - Defect length and width (specify mm or m)	1.6x0.9m
SR02 - Defect depth / level difference (mm)	110mm
SR03 - Position in road / footway / verge	Wheel track
SR04 - Speed limit (mph)	30
SR05 - Road width (m)	8m total, 3m
SR06 - Footway width (m)	1.5m
SR07 - Regular TM?	No
SR08 - Available width for TM (m)	1.9m, 3m
SR09 - Marked up on site?	Yes
SR10 - Volume of traffic / pedestrian movement	Heavy
SR11 - Additional hazards?	N/A
SR12 - Observations in the work area?	Pothole adjacent, 0.8x0.8m 25mm deep
SR13 - Action required	Patch
Photo	\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\MAIN_G\2026_01\000360593_0001.jpg



Photo

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Photo

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Photo

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Photo

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Photo

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Photo

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Photo

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Photo

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Photo



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Customer Report Details

10

CRNO: 548546 NSG Reference: 18201208 Date and Time Recorded: 13/01/2026 10:49
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Heading into Ipswich. Opposite cental crossing, left side on bridge.
Grid Reference: 614414.88 - 244614.24

Customer Report Description

Pothole

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/01/2026	10:49	REQUEST-RECORDED	HAO Site Visit Scheduled					
2	13/01/2026	10:49	CUSTOMER-ADDED						
3	13/01/2026	10:49	ACTION-RECORDED						
4	14/01/2026	11:40	ACTION-CLEARED						
5	14/01/2026	11:40	EVENT-RECORDED						
6	14/01/2026	11:40	STD-INSPECTION						
7	16/01/2026	11:58	INSPECT-CLEARED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
8	16/01/2026	11:58	LA-LINKED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	15:07	LA-COMPLETED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	26/01/2026	19:15	REQUEST-CLEARED						

Customer Report Details

12

CRNO: 548711 NSG Reference: 18201208 Date and Time Recorded: 13/01/2026 16:15
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Hadleigh road coming into Ipswich on left just before Dickens Road.
Grid Reference: 614366.56 - 244599.15

Customer Report Description

A pothole just where cyclists will be riding and of sufficient size to bring them down.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/01/2026	16:15	REQUEST-RECORDED						
2	13/01/2026	16:15	CUSTOMER-ADDED						
3	13/01/2026	16:15	ACTION-RECORDED						
4	13/01/2026	16:15	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548711 HADLEIGH ROAD, IPSWICH Date reported: 13/01/2026 Description: A pothole just where cyclists will be riding and of sufficient size to bring them down. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00548711 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-director					
				Recorded e-mail to Customer					

				te-privacy-notice/ Please note that this email has been sent from an unmonitored mailboxand any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	14/01/2026	11:41	ACTION-CLEARED							
6	14/01/2026	11:41	EVENT-RECORDED		HAO Site Visit Scheduled					
7	14/01/2026	11:41	STD-INSPECTION							
8	16/01/2026	11:57	INSPECT-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	16/01/2026	11:57	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	16/01/2026	11:57	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548711 HADLEIGH ROAD, IPSWICH Date reported: 13/01/2026 Description: A pothole just where cyclists will be riding and of sufficient size to bring them down. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us withinapproximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measuressuch as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00548711 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not beseen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/	Ordered e-mail to Customer					

Kind regards, Customer Service Suffolk
County Council

11	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
12	26/01/2026	19:15	REQUEST-CLEARED					

12

Customer Details

The first two studies were conducted in the United States, and the third was conducted in the United Kingdom. The first study was a cross-sectional survey of 1,000 U.S. adults, and the second was a longitudinal survey of 1,000 U.S. adults. The third study was a cross-sectional survey of 1,000 U.K. adults.

Customer Report Description

History

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	13/01/2026	17:55	REQUEST-RECORDED					
2	13/01/2026	17:55	CUSTOMER-ADDED					
3	13/01/2026	17:55	ACTION-RECORDED					
4	13/01/2026	17:55	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00548739 HADLEIGH ROAD, IPSWICH Date reported: 13/01/2026 Description: Two deep/dangerous potholes near to each other on left side towards Ipswich at junction with dickens road Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/. If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00548739 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice								
Recorded e-mail to Customer								

				e/growth-highways-infrastructure-ghi-directora te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our websiteat the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	14/01/2026	11:54	ACTION-CLEARED							
6	14/01/2026	11:54	EVENT-RECORDED		HAO Site Visit Scheduled					
7	14/01/2026	11:54	STD-INSPECTION							
8	16/01/2026	11:57	INSPECT-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	16/01/2026	11:57	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	16/01/2026	11:57	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548739 HADLEIGH ROAD, IPSWICH Date reported: 13/01/2026 Description: Two deep/dangerous potholes near to each other on left side towards Ipswich at junction with dickens road Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/? id=00548739 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notic e/growth-highways-infrastructure-ghi-directora te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:	Ordered e-mail to Customer					

<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk
County Council

11	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
12	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details						10
CRNO:	548792	NSG Reference:	18201208	Date and Time Recorded:	13/01/2026	21:12
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH		
Location:	Opposite dickens road junction in direction heading into town.		
Grid Reference:	614376.80	-	244602.78

Customer Report Description

Pothole 30cm wide, probably in excess of 20cm deep.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/01/2026	21:12	REQUEST-RECORDED	HAO Site Visit Scheduled					
2	13/01/2026	21:12	CUSTOMER-ADDED						
3	13/01/2026	21:12	ACTION-RECORDED						
4	14/01/2026	11:55	ACTION-CLEARED						
5	14/01/2026	11:55	EVENT-RECORDED						
6	14/01/2026	11:55	STD-INSPECTION						
7	16/01/2026	11:57	INSPECT-CLEARED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
8	16/01/2026	11:57	LA-LINKED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	15:07	LA-COMPLETED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	26/01/2026	19:15	REQUEST-CLEARED						

102

Date and Time Recorded: 13/01/2026 23:47

Name:

Telephone:

Email:

Contact Type:	WEB
---------------	-----

Address: HADLEIGH ROAD IPSWICH

Location: Outside Earl Kitchener or nearby, left side of road heading to town

Grid Reference: 614639.37 - 244625.19

Large pothole, destroyed car tyre

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	13/01/2026	23:47	REQUEST-RECORDED					
2	13/01/2026	23:47	CUSTOMER-ADDED					
3	13/01/2026	23:47	ACTION-RECORDED					
4	13/01/2026	23:47	EVENT-RECORDED	Thank you for logging a report.	Your report	Recorded e-mail		

Recorded e-mail
to Customer

Thank you for logging a report. Your report reference number is: 00548807 ALLENBY ROAD, IPSWICH Date reported: 13/01/2017 Description: Large pothole, destroyed car tyre Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/>. If you wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00548807> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email

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5	14/01/2026	06:48	ACTION-CLEARED		
6	14/01/2026	06:48	EVENT-RECORDED		HAO Site Visit Scheduled
7	14/01/2026	06:48	STD-INSPECTION		
8	16/01/2026	17:19	INSPECT-CLEARED	At time of site visit there is no defect on Allenby Road. Suspect the Customer may be referring to a defect on Hadleigh Road near the junction with Dickens Road. Please advise the Customer the the defects needs to be plotted on the correct road and location.	
9	16/01/2026	17:19	EVENT-RECORDED	At time of site visit there is no defect on Allenby Road. Suspect the Customer may be referring to a defect on Hadleigh Road near the junction with Dickens Road. Please advise the Customer the the defects needs to be plotted on the correct road and location.	Awaiting Defect Location Information
10	16/01/2026	17:19	ACTION-RECORDED	At time of site visit there is no defect on Allenby Road. Suspect the Customer may be referring to a defect on Hadleigh Road near the junction with Dickens Road. Please advise the Customer the the defects needs to be plotted on the correct road and location.	
11	16/01/2026	17:19	EVENT-RECORDED	S06 - Under investigation. Thank you for logging a report. Your report reference number is: 00548807 ALLENBY ROAD, IPSWICH. Date reported: 13/01/2026 Description: Large pothole, destroyed car tyre We receive thousands of highway-related reports each month, with significantly increased demand in winter months. We assess each and every reported issue, and when appropriate repair or rectify the reported problem. Following your recent report, we have been to the location you gave us (details above) but have been unable to find the issue you told us about. Please can you email us at customer.service@suffolk.gov.uk or phone us on 0345 606 6171 and provide us with more information about the location - some examples of the level of detail we need are shown below: - At the edge of the road outside no. 123 - In the middle of the road 200 yards from the post office - Opposite Suffolk Church before the right-hand bend 50 yards before the junction with New Street Until we have better information about the location of the issue, we regret that we are unable to make a decision on any action that may be needed and by when. However, we	Under Investigation e-mail to customer

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15	21/01/2026	11:22	ACTION-CLEARED	360593	
16	21/01/2026	11:22	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
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Photo



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Photo

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6	14/01/2026	06:48	EVENT-RECORDED
7	14/01/2026	06:48	STD-INSPECTION
8	16/01/2026	17:19	INSPECT-CLEARED

HAO Site Visit
Scheduled

At time of site visit there is no defect on Allenby Road Suspect the Customer may be referring to a defect on Hadleigh Road near

9	16/01/2026	17:19	EVENT-RECORDED	the junction with Dickens Road Please advise the Customer the the defects needs to be plotted on the correct road and location At time of site visit there is no defect on Allenby Road Suspect the Customer may be referring to a defect on Hadleigh Road near the junction with Dickens Road Please advise the Customer the the defects needs to be plotted on the correct road and location	Awaiting Defect Location Information
10	16/01/2026	17:19	ACTION-RECORDED	Allenby Road Suspect the Customer may be referring to a defect on Hadleigh Road near the junction with Dickens Road Please advise the Customer the the defects needs to be plotted on the correct road and location	
11	16/01/2026	17:19	EVENT-RECORDED	S06 - Under investigation Thank you for logging a report. Your report reference number is: 00548807 ALLENBY ROAD, IPSWICH Date reported: 13/01/2026 Description: Large pothole, destroyed car tyre We receive thousands of highway-related reports each month, with significantly increased demand in winter months. We assess each and every reported issue, and when appropriate repair or rectify the reported problem.

 Following your recent report, we have been to the location you gave us (details above) but have been unable to find the issue you told us about. Please can you email us at customer.service@suffolk.gov.uk or phone us on 0345 606 6171 and provide us with more information about the location - some examples of the level of detail we need are shown below:
 At the edge of the road outside no. 123 In the middle of the road 200 yards from the post office Opposite Suffolk Church before the right-hand bend 50 yards before the junction with New Street Until we have better information about the location of the issue, we regret that we are unable to make a decision on any action that may be needed and by when. However, we will continue to monitor the area as part of our routine inspections.

 If we do not hear from you within a month of the date of this email, we regret that we will close your report with a note for our records that we were unable to find the issue at the location you gave us. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00548807 You can find out more about how we use your personal data by accessing our privacy notice which is available on our	Under Investigation e-mail to customer

				website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
12	19/01/2026	14:57	REQUEST-UPDATED		
13	19/01/2026	14:57	EVENT-RECORDED	Pothole is on Hadleigh Road as attached email, have updated report	Transfer to Highway Assessment Officer
14	19/01/2026	14:57	ACTION-RECORDED	Pothole is on Hadleigh Road as attached email, have updated report	
15	21/01/2026	11:22	ACTION-CLEARED	360593	
16	21/01/2026	11:22	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
17	21/01/2026	11:23	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00548807 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 13/01/2026 Description: Large pothole, destroyed car tyre We are pleased to let you know that works have now been completed.

Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/	Clearance e-mail to Customer
Photo	\\gyr-data-014\DOC SUFF LIVE\Objects\SF\SERV_K\2026_01\000548807_0005.jpg				



1	13/01/2026	23:47	REQUEST-RECORDED
2	13/01/2026	23:47	CUSTOMER-ADDED
3	13/01/2026	23:47	ACTION-RECORDED
4	13/01/2026	23:47	EVENT-RECORDED

Thank you for logging a report. Your report reference number is: 00548807 ALLENBY ROAD, IPSWICH Date reported: 13/01/2026 Description: Large pothole, destroyed car tyre Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/>. If you wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00548807> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: <https://www.suffolk.gov.uk/about/contact-us/> Kind regards, Customer Service Suffolk County Council

Recorded e-mail
to Customer

5	14/01/2026	06:48	ACTION-CLEARED
6	14/01/2026	06:48	EVENT-RECORDED
7	14/01/2026	06:48	STD-INSPECTION
8	16/01/2026	17:19	INSPECT-CLEARED

HAO Site Visit
Scheduled

At time of site visit there is no defect on Allenby Road Suspect the Customer may be referring to a defect on Hadleigh Road near

9	16/01/2026	17:19	EVENT-RECORDED	the junction with Dickens Road Please advise the Customer the the defects needs to be plotted on the correct road and location At time of site visit there is no defect on Allenby Road Suspect the Customer may be referring to a defect on Hadleigh Road near the junction with Dickens Road Please advise the Customer the the defects needs to be plotted on the correct road and location	Awaiting Defect Location Information
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				website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
12	19/01/2026	14:57	REQUEST-UPDATED		
13	19/01/2026	14:57	EVENT-RECORDED	Pothole is on Hadleigh Road as attached email, have updated report	Transfer to Highway Assessment Officer
14	19/01/2026	14:57	ACTION-RECORDED	Pothole is on Hadleigh Road as attached email, have updated report	
15	21/01/2026	11:22	ACTION-CLEARED	360593	
16	21/01/2026	11:22	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
17	21/01/2026	11:23	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00548807 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 13/01/2026 Description: Large pothole, destroyed car tyre We are pleased to let you know that works have now been completed.

Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/	Clearance e-mail to Customer
Photo	\gyr-data-014\DOC SUFF LIVE\Objects\SF\SERV_K\2026_01\000548807_0006.jpg				



12

Customer Details

Customer Report Description

History

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	14/01/2026	15:23	REQUEST-RECORDED					
2	14/01/2026	15:23	CUSTOMER-ADDED					
3	14/01/2026	15:23	ACTION-RECORDED					
4	14/01/2026	15:23	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548978 HADLEIGH ROAD, IPSWICH Date reported: 14/01/2026 Description: A large pothole that has appeared on the route into the town centre near to the traffic island. It's of a very large size that could quite easily cause a tyre blow out. Not only that but unsafe for pedestrians where the tarmac filling is coming up everywhere when cars pass. Could cause quite a bit of damage. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link:	Recorded e-mail to Customer			

				https://highwaysreporting.suffolk.gov.uk/?id=00548978 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council							
5	15/01/2026	10:53	ACTION-CLEARED								
6	15/01/2026	10:53	EVENT-RECORDED								
					HAO Site Visit Scheduled						
7	15/01/2026	10:53	STD-INSPECTION								
8	16/01/2026	11:57	INSPECT-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026	
9	16/01/2026	11:57	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026	
10	16/01/2026	11:57	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00548978 HADLEIGH ROAD, IPSWICH Date reported: 14/01/2026 Description: A large pothole that has appeared on the route into the town centre near to the traffic island. It.s of a very large size that could quite easily cause a tyre blow out. Not only that but unsafe for pedestrians where the tarmac filling is coming up everywhere when cars pass. Could cause quite a hit of damage. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue youraised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

 Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00548978 You can find out more about how we use your personal data by accessing	Ordered e-mail to Customer						

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Kind regards, Customer Service Suffolk County Council

11	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
12	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details

16

CRNO: 549054 NSG Reference: 18201208 Date and Time Recorded: 14/01/2026 18:17
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Almost directly outside the entrance to Norris House, hadleigh road.
Grid Reference: 614363.82 - 244598.13

Customer Report Description

I am an on call fire-fighter at Princes Street in Ipswich and on way to a shout last night at approximately ? en route when the pothole that i have detailed above completely ruined my tyre and resulted in me limping to the station and having to miss the shout that i was intended to go on while waiting for someone to come and replace the tyre. As you can appreciate, this had a knock on effect for my colleagues, loss of income for myself and an extortionate and avoidable cost for a new tyre because of the pothole that can barely be avoided due to the close proximity of it and the concrete island within the road. The pothole is very deep and also particularly wide and needs to be resolved asap.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	14/01/2026	18:17	REQUEST-RECORDED						
2	14/01/2026	18:17	CUSTOMER-ADDED						
3	14/01/2026	18:17	ACTION-RECORDED						
4	14/01/2026	18:17	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549054 HADLEIGH ROAD, IPSWICH Date reported: 14/01/2026 Description: I am an on call fire-fighter at Princes Street in Ipswich and on way to a shout last night at approximately ? en route when the pothole that i have detailed above completely ruined my tyre and resulted in me limping to the station and having to miss the shout that i was intended to go on while waiting for someone to come and replace the tyre. As you can appreciate, this had a knock on effect for my colleagues, loss of income for myself and an extortionate and avoidable cost for a new tyre because of the pothole that can barely be avoided due to the close proximity of it and the concrete island within the road. The pothole is very deep and also particularly wide and needs to be resolved asap. Suffolk Highways will investigate your report and make a decision on any action that may need			Recorded e-mail to Customer		

Customer has called as a lot of tarmac came out of the pothole and he is worried about someone falling over this

Email received with photos, looks quite deep

Email received with photos, looks quite deep

Thank you for logging a report. Your report reference number is: 00549054

HADLEIGH ROAD, IPSWICH Date reported: 14/01/2026 Description: I am an on call fire-fighter at Princes Street in Ipswich and on way to a shout last night at approximately 7 en route when the pothole that i have detailed above completely ruined my tyre and resulted in me limping to the station and having to miss the shout that i was intended to go on while waiting for someone to come and replace the tyre. As you can appreciate, this had a knock on effect for my colleagues, loss

Transfer to
Highway
Assessment
Officer

360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026

of income for myself and an extortionate and avoidable cost for a new tyre because of the pothole that can barely be avoided due to the close proximity of it and the concrete island within the road. The pothole is very deep and also particularly wide and needs to be resolved asap. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below:
<http://www.suffolk.gov.uk/roads-and-transport/>

If you wish to track progress of your report, please use the following link:
<https://highwaysreporting.suffolk.gov.uk/?id=00549054>

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Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
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Kind regards, Customer Service Suffolk County Council

15	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
16	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details						12
CRNO:	549076	NSG Reference:	18201208	Date and Time Recorded:	14/01/2026	19:57
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type:

WEB

Location of Report

Address:

Location:

Grid Reference:

Customer Report Description

There was a small pothole but dangerous to car as it got my car tyre punctured on the the way to Ipswich from Hadleigh at 9am on monday 12th Jan 2026

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location	Ordered	Due	Completed
1	14/01/2026	19:57	REQUEST-RECORDED							
2	14/01/2026	19:57	CUSTOMER-ADDED							
3	14/01/2026	19:57	ACTION-RECORDED							
4	14/01/2026	19:58	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549076 HADLEIGH ROAD, IPSWICH Date reported: 14/01/2026 Description: There was a small pothole but dangerous to car as it got my car tyre punctured on the the way to Ipswich from Hadleigh at 9am on monday 12th Jan 2026 Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549076 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer					

5	15/01/2026	10:25	ACTION-CLEARED							
6	15/01/2026	10:25	EVENT-RECORDED		HAO Site Visit Scheduled					
7	15/01/2026	10:25	STD-INSPECTION							
8	16/01/2026	11:56	INSPECT-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	16/01/2026	11:56	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	16/01/2026	11:56	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549076 HADLEIGH ROAD, IPSWICH Date reported: 14/01/2026 Description: There was a small pothole but dangerous to car as it got my car tyre punctured on the the way to Ipswich from Hadleigh at 9am on monday 12th Jan 2026 Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549076 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways,	Ordered e-mail to Customer					

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link below:
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Kind regards, Customer Service Suffolk
County Council

11	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
12	26/01/2026	19:15	REQUEST-CLEARED	https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/a0d4d321-66cd-454b-b9de-6d9b05644a60.jpeg				

Customer Supplied Photograph

Customer Report Details						12
CRNO:	549124	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	08:16
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH

Location: Hadleigh road, Adjacent to traffic island opposite dickens road.

Grid Reference: 614362.14 - 244597.60

Customer Report Description

Large pothole as previously reported by multiple reports. It.s very deep and difficult to see and avoid in low light conditions and felled with water. I hit this pot hole this morning and instantly lost tyre pressure.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	15/01/2026	08:16	REQUEST-RECORDED								
2	15/01/2026	08:16	CUSTOMER-ADDED								
3	15/01/2026	08:16	ACTION-RECORDED								
4	15/01/2026	08:17	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549124 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Large pothole as previously reported by multiple reports. It.s very deep and difficult to see and avoid in low light conditions and felled with water. I hit this pot hole this morning and instantly lost tyre pressure. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549124 You can find out more about	Recorded e-mail to Customer						

				how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	15/01/2026	10:24	ACTION-CLEARED							
6	15/01/2026	10:24	EVENT-RECORDED		HAO Site Visit Scheduled					
7	15/01/2026	10:24	STD-INSPECTION							
8	16/01/2026	11:56	INSPECT-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	16/01/2026	11:56	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	16/01/2026	11:56	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549124 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Large pothole as previously reported by multiple reports. It.s very deep and difficult to see and avoid in low light conditions and felled with water. I hit this pot hole this morning and instantly lost tyre pressure. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549124 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/	Ordered e-mail to Customer					

te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

11	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2	15/01/2026	15/01/2026	26/01/2026
12	26/01/2026	19:15	REQUEST-CLEARED		OHU			
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/bfe8b5bd-2f4a-431b-8929-5886376c76fc.jpeg				

Customer Report Details						9
CRNO:	549211	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	11:07
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH

Location: Near the bollards, Hadleigh Road

Grid Reference: 614366.14 - 244598.59

Customer Report Description

A large pot hole that caused two tyres to burst this morning

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	11:07	REQUEST-RECORDED					
2	15/01/2026	11:07	CUSTOMER-ADDED					
3	15/01/2026	11:07	ACTION-RECORDED					
4	15/01/2026	11:07	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00549211 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large pot hole that caused two tyres to burst this morning Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organisedand managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549211 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directora								
				Recorded e-mail to Customer				

				te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:50	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:50	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:50	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549211 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large pot hole that caused two tyres to burst this morning Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549211 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Ordered e-mail to Customer					
8	26/01/2026	15:07	LA-COMPLETED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED							

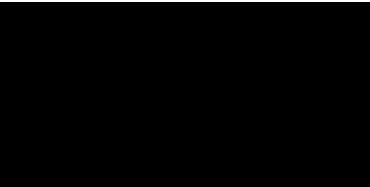
Customer Report Details

9

CRNO: 549296 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 14:30
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Outside Norris Hauz cafe
Grid Reference: 614365.19 - 244598.19

Customer Report Description

Pothole in the road. As wide as a tyre and around 15cm deep.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026 14:30	REQUEST-RECORDED						
2	15/01/2026 14:30	CUSTOMER-ADDED						
3	15/01/2026 14:30	ACTION-RECORDED						
4	15/01/2026 14:33	EVENT-RECORDED						
Thank you for logging a report. Your report reference number is: 00549296 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Pothole in the road. As wide as a tyre and around 15cmdeep. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549296 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directora								
			Recorded e-mail to Customer					

				te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:50	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:50	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:50	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549296 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Pothole in the road. As wide as a tyre and around 15cm deep. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549296 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Ordered e-mail to Customer					
8	26/01/2026	15:07	LA-COMPLETED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED							

Customer Report Details

9

CRNO: 549305 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 14:42
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: On Hadleigh Road towards Ipswich Centre outside Norris House.
Grid Reference: 614359.74 - 244597.97

Customer Report Description

A large, deep pothole in the Hadleigh Road, towards Ipswich adjacent to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid. It is unmarked at night and dangerous. Hitting the front edge of this pothole at night has done significant damage to a tyre and wheel necessitating a new tyre and alloy wheel repair.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	14:42	REQUEST-RECORDED					
2	15/01/2026	14:42	CUSTOMER-ADDED					
3	15/01/2026	14:42	ACTION-RECORDED					
4	15/01/2026	14:42	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549305 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large, deep pothole in the Hadleigh Road, towards Ipswich adjacent to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid. It is unmarked at night and dangerous. Hitting the front edge of this pothole at night has done significant damage to a tyre and wheel necessitating a new tyre and alloy wheel repair. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our				Recorded e-mail to Customer

				website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549305 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:50	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:50	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:51	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549305 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large, deep pothole in the Hadleigh Road, towards Ipswich adjacent to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid. It is unmarked at night and dangerous. Hitting the front edge of this pothole at night has done significant damage to a tyre and wheel necessitating a new tyre and alloy wheel repair. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles,traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link:	Ordered e-mail to Customer					

<https://highwaysreporting.suffolk.gov.uk/?id=00549305> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

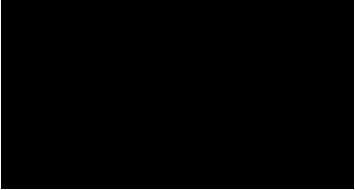
8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/fa439191-1e34-494f-8d12-2ed4e79b45a6.jpeg				

Customer Report Details

39

CRNO: 549344 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 15:56
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: 
Address: 
Telephone: 
Email: 
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Located on the cross road at the intersection marked on the map.
Grid Reference: 614607.49 - 244647.39

Customer Report Description

Over 5 cm deep pothole and an area of aproximate 50 square cm.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026 15:56	REQUEST-RECORDED						
1	15/01/2026 15:56	REQUEST-RECORDED						
2	15/01/2026 15:56	CUSTOMER-ADDED						
2	15/01/2026 15:56	CUSTOMER-ADDED						
3	15/01/2026 15:56	ACTION-RECORDED						
3	15/01/2026 15:56	ACTION-RECORDED						
4	15/01/2026 15:56	EVENT-RECORDED						
Thank you for logging a report. Your report reference number is: 00549344 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Over 5 cm deep pothole and an area of aproximate 50 square cm. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will beprioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549344 You can find out more about how we use your personal data by accessing our privacy notice which is available on our								
			Recorded e-mail to Customer					

				website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
4	15/01/2026	15:56	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549344 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Over 5 cm deep pothole and an area of approximate 50 square cm. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549344 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Recorded e-mail to Customer
5	21/01/2026	11:15	ACTION-CLEARED		
5	21/01/2026	11:15	ACTION-CLEARED		
6	21/01/2026	11:15	EVENT-RECORDED		HAO Site Visit Scheduled
6	21/01/2026	11:15	EVENT-RECORDED		HAO Site Visit Scheduled
7	21/01/2026	11:15	STD-INSPECTION		
7	21/01/2026	11:15	STD-INSPECTION		
8	23/01/2026	01:55	INSPECT-CLEARED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as	

				the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	
8	23/01/2026	01:55	INSPECT-CLEARED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	
9	23/01/2026	01:55	EVENT-RECORDED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	Transfer to Customer Service for Action
9	23/01/2026	01:55	EVENT-RECORDED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	Transfer to Customer Service for Action
10	23/01/2026	01:55	ACTION-RECORDED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	
10	23/01/2026	01:55	ACTION-RECORDED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	
11	27/01/2026	11:34	ACTION-CLEARED	Sent from cs	
11	27/01/2026	11:34	ACTION-CLEARED	Sent from cs	
12	27/01/2026	11:34	EVENT-RECORDED	Sent from cs	Suffolk Highways Updated
12	27/01/2026	11:34	EVENT-RECORDED	Sent from cs	Customer Suffolk Highways Updated
13	27/01/2026	11:34	REQUEST-CLEARED		Customer
13	27/01/2026	11:34	REQUEST-CLEARED		
Photo	\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2026_01\000549344_0001.jpg				



1	15/01/2026	15:56	REQUEST-RECORDED
2	15/01/2026	15:56	CUSTOMER-ADDED
3	15/01/2026	15:56	ACTION-RECORDED
4	15/01/2026	15:56	EVENT-RECORDED

Thank you for logging a report. Your report reference number is: 00549344 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Over 5 cm deep pothole and an area of aproximate 50 square cm. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will beprioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/>. If you wish to track progress of your report, please use the following link: <https://highwaysreporting.suffolk.gov.uk/?id=00549344> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: <https://www.suffolk.gov.uk/about/contact-us/> Kind regards, Customer Service Suffolk County Council

Recorded e-mail to Customer

5	21/01/2026	11:15	ACTION-CLEARED
6	21/01/2026	11:15	EVENT-RECORDED
7	21/01/2026	11:15	STD-INSPECTION
8	23/01/2026	01:55	INSPECT-CLEARED

HAO Site Visit Scheduled

Can you please ask the customer for additional location information, for instance

9	23/01/2026	01:55	EVENT-RECORDED	which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired. Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	Transfer to Customer Service for Action
10	23/01/2026	01:55	ACTION-RECORDED	Can you please ask the customer for additional location information, for instance which intersection they are talking about, as the plot is at junction with Allenby road where no potholes are present. If the answer is Dickens Road junction, this has already been repaired.	
11	27/01/2026	11:34	ACTION-CLEARED	Sent from cs	
12	27/01/2026	11:34	EVENT-RECORDED	Sent from cs	Suffolk Highways Updated Customer
13	27/01/2026	11:34	REQUEST-CLEARED		

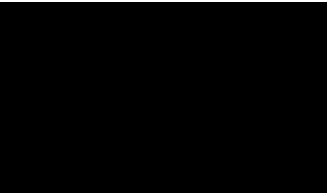
Photo



\\gyr-data-014\DOC_SUFF_LIVE\Objects\SF\SERV_K\2026_01\000549344_0002.jpg

Customer Report Details						10
CRNO:	549346	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	16:03
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Outside norris house just before the bridge
Grid Reference:	614358.84 - 244597.69

Customer Report Description

there is a major pothole here that I have hit and damaged my tyres they are both flat and i had my baby and partner in the car i wish to claim on the damage.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	15/01/2026	16:03	REQUEST-RECORDED								
2	15/01/2026	16:03	CUSTOMER-ADDED								
3	15/01/2026	16:03	ACTION-RECORDED								
4	15/01/2026	16:09	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549346 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: there is a major pothole here that I have hit and damaged my tyres they are both flat and i had my baby and partner in the car i wish to claim on the damage. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549346 You can find out more about how we use your personal databy accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer						

				https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	15/01/2026	17:02	EVENT-RECORDED	Customer has called as 8 people are there with burst tyres. Advised it has been escalated	Internal Note ****					
6	16/01/2026	11:55	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:55	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
8	16/01/2026	11:55	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549346 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: there is a major pothole here that I have hit and damaged my tyres they are both flat and i had my baby and partner in the car i wish to claim on the damage. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549346 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways,	Ordered e-mail to Customer					

full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

9	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
10	26/01/2026	19:15	REQUEST-CLEARED					

3

Customer Details

[REDACTED]

Customer Report Description

History

Red Claim: Type Carriageway Pothole

Customer Report Details						9
CRNO:	549352	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	16:18
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Outside Norris House, near Railway crossing
Grid Reference:	614369.85 - 244601.65

Customer Report Description

Extra Large pothole.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	16:18	REQUEST-RECORDED					
2	15/01/2026	16:18	CUSTOMER-ADDED					
3	15/01/2026	16:18	ACTION-RECORDED					
4	15/01/2026	16:18	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00549352 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Extra Large pothole. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our websiteat the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549352 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email								
			Recorded e-mail to Customer					

				has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:55	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:55	LA-LINKED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:55	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549352 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Extra Large pothole. Following your recent report,we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanentrepair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549352 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Ordered e-mail to Customer					
8	26/01/2026	15:07	LA-COMPLETED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED							

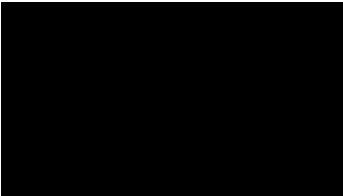
Customer Report Details

9

CRNO: 549362 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 16:35
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: this is before the bridge near Hadleigh industrial estate
Grid Reference: 614374.06 - 244602.46

Customer Report Description

hit a major pothole and wrecked tyre - can this be investigated i wish to make a claim for the damage

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	16:35	REQUEST-RECORDED					
2	15/01/2026	16:35	CUSTOMER-ADDED					
3	15/01/2026	16:35	ACTION-RECORDED					
4	15/01/2026	16:40	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00549362 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: hit a major pothole and wrecked tyre - can this be investigated i wish to make a claim for the damage Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549362 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice								
				Recorded e-mail to Customer				

				e/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:54	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:54	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:54	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549362 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: hit a major pothole and wrecked tyre - can this be investigated i wish to make a claim for the damage Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549362 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice-e/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Ordered e-mail to Customer					
8	26/01/2026	15:07	LA-COMPLETED			360586	Junction with Dickens Road, IP2	15/01/2026	15/01/2026	26/01/2026

Customer Report Details

5

CRNO: 549364 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 16:37
Request Type: Insurance Claims Issue Type: Vehicle Damage

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: this is before the bridge near Hadleigh industrial estate
Grid Reference: 614374.06 - 244602.46

Customer Report Description

hit a major pothole and wrecked tyre - can this be investigated i wish to make a claim for the damage

History

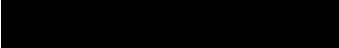
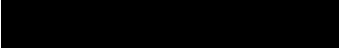
Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	16:37	REQUEST-RECORDED						
2	15/01/2026	16:37	CUSTOMER-ADDED						
3	15/01/2026	16:37	ACTION-RECORDED						
4	15/01/2026	16:38	EVENT-RECORDED	by email	Insurance Leaflet Sent				
5	29/01/2026	08:34	EVENT-RECORDED		Insurance Claim Form Sent				

Customer Report Details

8

CRNO: 549375 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 17:04
Request Type: Emergency Issue Type: Emergency

Customer Details

Name: 
Address: 
Telephone: 
Email: 
Contact Type:

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Hadleigh Road outside norris house
Grid Reference: -

Customer Report Description

Major pothole has been hit by 9 vehicles in the last hour and are all backed up on Hadleigh road in Ipswich.i would also like to claim for vrhichle damage.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	17:04	REQUEST-RECORDED						
2	15/01/2026	17:04	CUSTOMER-ADDED						
3	15/01/2026	17:04	ACTION-RECORDED						
4	15/01/2026	17:04	EVENT-RECORDED	image of pothole is referenced on 549054	Internal Note ****				
5	16/01/2026	11:49	ACTION-CLEARED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:49	LA-LINKED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	26/01/2026	15:07	LA-COMPLETED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
8	26/01/2026	19:15	REQUEST-CLEARED						

Customer Report Details 10

10

CRNO:	549377	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	17:05
Request Type:	Pothole	Issue Type:	Pothole			

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH		
Location:	Hadleigh Road, Ipswich, near junction with Dickens Road		
Grid Reference:	614380.81	-	244602.44

Customer Report Description

Burst both passenger side tyres on this large pothole today. It looks like the wheel has been damaged.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	17:05	REQUEST-RECORDED					
2	15/01/2026	17:05	CUSTOMER-ADDED					
3	15/01/2026	17:05	ACTION-RECORDED					
4	15/01/2026	17:05	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549377 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Burst both passenger side tyres on this large pothole today. It looks like the wheel has been damaged. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549377 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice	Recorded e-mail to Customer			

				e/growth-highways-infrastructure-ghi-directora te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website atthe link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council					
5	15/01/2026	17:06	CUSTOMER-AMENDED						
6	16/01/2026	11:54	ACTION-CLEARED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:54	LA-LINKED		360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
8	16/01/2026	11:54	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549377 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Burst both passenger side tyres on this large potholetoday. It looks like the wheel has been damaged. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raisedwith us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/? id=00549377 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notic e/growth-highways-infrastructure-ghi-directora te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk	Ordered e-mail to Customer				

9	26/01/2026	15:07	LA-COMPLETED	County Council	360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
10	26/01/2026	19:15	REQUEST-CLEARED						

Customer Report Details						9
CRNO:	549389	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	17:30
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Opposite Dickens road junction headed into Ipswich
Grid Reference:	614356.63 - 244617.71

Customer Report Description

Driving home this evening my husband hit this large & deep pothole that blew out his tire. Possible issues with his steering column now as well. Managed to limp home. I notice this has been reported since Monday this week & there's still not at least a cone out to prevent further damage to vehicles. Multiple vehicles have now been damaged.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	17:30	REQUEST-RECORDED							
2	15/01/2026	17:30	CUSTOMER-ADDED							
3	15/01/2026	17:30	ACTION-RECORDED							
4	15/01/2026	17:30	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549389 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Driving home this evening my husband hit this large & deep pothole that blew out his tire. Possible issues with his steering column now as well. Managed to limp home. I notice this has been reported since Monday this week & there's still not at least a cone out to prevent further damage to vehicles. Multiple vehicles have now been damaged. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report,	Recorded e-mail to Customer					

				please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549389 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:54	ACTION-CLEARED			360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:54	LA-LINKED			360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:54	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549389 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Driving home this evening my husband hit this large & deep pothole that blew out his tire. Possible issues with his steering column now as well. Managed to limp home. I notice this has been reported since Monday this week & there's still not at least a cone out to prevent further damage to vehicles. Multiple vehicles have now been damaged. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

 Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549389 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Ordered e-mail to Customer					

<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details						9
CRNO:	549398	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	17:51
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Hadleigh Road by the keep left bollard as indicated by my pin location
Grid Reference:	614362.81 - 244597.10

Customer Report Description

A large deep pothole caused my near side front tyre irreparable sidewall damage to my new car at around 17:00 on 15 January.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	15/01/2026	17:51	REQUEST-RECORDED								
2	15/01/2026	17:51	CUSTOMER-ADDED								
3	15/01/2026	17:51	ACTION-RECORDED								
4	15/01/2026	17:51	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549398 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large deep pothole caused my near side front tyre irreparable sidewall damage to my new car at around 17:00 on 15 January. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549398 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer						

<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk
County Council

Thank you for logging a report. Your report reference number is: 00549398
HADLEIGH ROAD, IPSWICH Date reported: 15/01/2016 Description: A large deep pothole caused my near side front tyre irreparable sidewall damage to my new car at around 17:00 on 15 January. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below:
<http://www.suffolk.gov.uk/roads-and-transport/>. If you wish to track progress of your report, please use the following link:
<https://highwaysreporting.suffolk.gov.uk/?id=00549398> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk

360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026

8	26/01/2026	15:07	LA-COMPLETED	County Council	360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED						
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/ce140475-a9fb-4a74-8531-9066192d331f.png					

Customer Report Details

9

CRNO:549414NSG Reference:18201208Date and Time Recorded:15/01/202618:34

Request Type:PotholeIssue Type:Pothole

Customer Details

Name:

Address:

Telephone:

Email:

Contact Type:WEB

Location of Report

Address:HADLEIGH ROAD IPSWICH

Location:Near Norris house next to pedestrian crossing

Grid Reference:614362.78-244599.03

Customer Report Description

Large pothole approx 50mm deep and 40cm diameter. Caused damage to rear tyre

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026 18:34	REQUEST-RECORDED						
2	15/01/2026 18:34	CUSTOMER-ADDED						
3	15/01/2026 18:34	ACTION-RECORDED						
4	15/01/2026 18:34	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549414 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Large pothole approx 50mm deep and 40cm diameter. Caused damage to rear tyre Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549414 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice					
			Recorded e-mail to Customer					

				e/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:53	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:53	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:53	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549414 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Large pothole approx 50mm deep and 40cm diameter. Caused damage to rear tyre Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on ourwebsite at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549414 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Ordered e-mail to Customer					
8	26/01/2026	15:07	LA-COMPLETED			360586	Junction with Dickens Road, IP2	15/01/2026	15/01/2026	26/01/2026

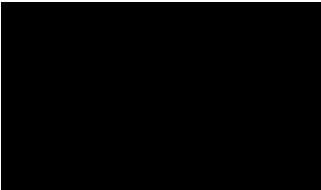
Customer Report Details

9

CRNO: 549429 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 18:53
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: At the traffic lights for this junction (going towards town centre)
Grid Reference: 614373.65 - 244601.02

Customer Report Description

Huge pothole. Burst mine and at least 5 others at least front passenger tyre. Maybe both passenger side tyres. All at 5:15pm today.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	18:53	REQUEST-RECORDED					
2	15/01/2026	18:53	CUSTOMER-ADDED					
3	15/01/2026	18:53	ACTION-RECORDED					
4	15/01/2026	18:53	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00549429 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Huge pothole. Burst mine and at least 5 others at leastfront passenger tyre. Maybe both passenger side tyres. All at 5:15pm today. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549429 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:								
				Recorded e-mail to Customer				

				https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:53	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:53	LA-LINKED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:53	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549429 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Huge pothole. Burst mine and at least 5 others at least front passenger tyre. Maybe both passenger side tyres. All at 5:15pm today. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549429 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk	Ordered e-mail to Customer					

8	26/01/2026	15:07	LA-COMPLETED	County Council	360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED						

10

Date and Time Recorded: 15/01/2026 19:04

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	19:04	REQUEST-RECORDED					
2	15/01/2026	19:04	CUSTOMER-ADDED					
3	15/01/2026	19:04	ACTION-RECORDED					
4	15/01/2026	19:04	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549434 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Pothole is over 150mm deep and 1.5m and 0.8m wide and has punctured both my two nearside tyres. There are multiple cars that have also received damage parked up awaiting recovery. Mine happened at around 4:30pm. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549434 You can find out more about	Recorded e-mail to Customer			

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Email received with photos

★★★★

Junction with Dickens Road, IP2
0HU

15/01/2026

26/01/2026

Junction with Dickens Road, IP2
0HU

15/01/2026

26/01/2026

Ordered e-mail
to Customer

Thank you for logging a report. Your report reference number is: 00549434
HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Pothole is over 150mm deep and 1.5m and 0.8m wide and has punctured both my two nearside tyres. There are multiple cars that have also received damage parked up awaiting recovery. Mine happened at around 4:30pm. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

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has been sent from an unmonitored mailbox

and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
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Kind regards, Customer Service Suffolk County Council

9	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
10	26/01/2026	19:15	REQUEST-CLEARED	https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/81167004-377c-4597-bcca-2cd90c63ed00.jpeg				

Customer Supplied Photograph

Customer Report Details

9

CRNO: 549453 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 19:28
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: IP2 OJN Adjacent to concreted bollard area Hadleigh Road, Ipswich
Grid Reference: 614369.16 - 244598.96

Customer Report Description

A large, deep pothole on Hadleigh Road adjacent to concrete bollard area. Caused tyre blow out on my 18 year old daughter.s front tyre and bent both left front and rear wheel rims, very scary experience for her.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	19:28	REQUEST-RECORDED						
2	15/01/2026	19:28	CUSTOMER-ADDED						
3	15/01/2026	19:28	ACTION-RECORDED						
4	15/01/2026	19:28	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549453 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large, deep pothole on Hadleigh Road adjacent to concrete bollard area. Caused tyre blow out on my 18 year old daughter.s front tyre and bent both left front and rear wheel rims, very scary experience for her. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify someaspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549453 Youcan find out more about how we use your personal data by accessing					Recorded e-mail to Customer

				our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:53	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:53	LA-LINKED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:53	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549453 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A large, deep pothole on Hadleigh Road adjacent to concrete bollard area. Caused tyre blow out on my 18 year old daughter.s front tyre and bent both left front and rear wheel rims, very scary experience for her. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we workon a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549453 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways,	Ordered e-mail to Customer					

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8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details						9
CRNO:	549463	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	19:48
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Near the junction of dickens road, right by the island crossing, left s
Grid Reference:	614361.69 - 244590.27

Customer Report Description

Very large pot hole near the island crossing on Hadleigh road - slowed to try avoid it but was unmissable yesterday PM - very scary with my kids in the car. Yet to get car checked as steering is pulling and tapping since!

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	19:48	REQUEST-RECORDED					
2	15/01/2026	19:48	CUSTOMER-ADDED					
3	15/01/2026	19:48	ACTION-RECORDED					
4	15/01/2026	19:48	EVENT-RECORDED					
Thank you for logging a report. Your report reference number is: 00549463 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Very large pot hole near the island crossing on Hadleigh road - slowed to try avoid it but was unmissable yesterday PM - very scary with my kids in the car. Yet to get car checked as steering is pulling and tapping since! Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549463 You can find out more about how we use your personal data by accessing								
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				our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:52	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:52	LA-LINKED			360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:52	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549463 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Very large pot hole near the island crossing on Hadleigh road - slowed to try avoid it but was unmissable yesterday PM - very scary with my kids in the car. Yet to get car checked as steering is pulling and tapping since! Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

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8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details

9

CRNO: 549467 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 19:58
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: On Hadleigh Road towards Ipswich Centre outside Norris House.
Grid Reference: 614367.16 - 244574.10

Customer Report Description

We were travelling along Hadleigh Road tonight at 17.20. There is a large, deep pothole in the Hadleigh Road, towards Ipswich opposite to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid as the road narrows. It is unmarked at night and dangerous. We didn't see it in the dark and it's full of water and muck. We hit this pot hole there was an almighty noise. It has done significant damage to our front left side tyre. We will need a new tyre and are not sure if it's damaged the wheel.

History

Sequence	Recorded	Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	19:58	REQUEST-RECORDED						
2	15/01/2026	19:58	CUSTOMER-ADDED						
3	15/01/2026	19:58	ACTION-RECORDED						
4	15/01/2026	19:58	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549467 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: We were travelling along Hadleigh Road tonight at 17.20. There is a large, deep pothole in the Hadleigh Road, towards Ipswich opposite to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid as the road narrows. It is unmarked at night and dangerous. We didn't see it in the dark and it's full of water and muck. We hit this pot hole there was an almighty noise. It has done significant damage to our front left side tyre. We will need a new tyre and are not sure if it's damaged the wheel. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent			Recorded e-mail to Customer		

health and safety matters will be prioritised.
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<https://highwaysreporting.suffolk.gov.uk/?id=00549467> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
 Kind regards, Customer Service Suffolk County Council

5	16/01/2026	11:52	ACTION-CLEARED		360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:52	LA-LINKED		360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:52	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549467 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: We were travelling along Hadleigh Road tonight at 17.20.
There is a large, deep pothole in the Hadleigh Road, towards Ipswich opposite to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid as the road narrows. It is unmarked at night and dangerous. We didn't see it in the dark and it's full of water and muck. We hit this pot hole there was an almighty noise. It has done significant damage to our front left side tyre. We will need a new tyre and are not sure if it's damaged the wheel. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

 Please note that this is	Ordered e-mail to Customer				

subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below:
<http://www.suffolk.gov.uk/roads-and-transport/>
. If you wish to track progress of your report, please use the following link:
<https://highwaysreporting.suffolk.gov.uk/?id=00549467> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:
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<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk County Council

8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					
Customer Supplied Photograph				https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/69da2329-7c97-4911-aa62-aef88960e1b2.jpg				

Customer Report Details						9
CRNO:	549471	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	20:07
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Heading int Ipswich just before the bridge by the centre island
Grid Reference:	614367.13 - 244594.16

Customer Report Description

A very large deep pothole heading into Ipswich just before the bridge where the island is for the Dickens Road turn. Tyre completely blown and ruined.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	20:07	REQUEST-RECORDED						
2	15/01/2026	20:07	CUSTOMER-ADDED						
3	15/01/2026	20:07	ACTION-RECORDED						
4	15/01/2026	20:07	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549471 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A very large deep pothole heading into Ipswich just before the bridge where the island is for the Dickens Road turn. Tyre completely blown and ruined. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549471 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer				

<https://www.suffolk.gov.uk/about/contact-us/>
Kind regards, Customer Service Suffolk
County Council

360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
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360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
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Thank you for logging a report. Your report reference number is: 00549471
HADLEIGH ROAD, IPSWICH Date reported: 15/01/2016 Description: A very large deep pothole heading into Ipswich just before the bridge where the island is for the Dickens Road turn. Tyre completely blown and ruined. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: <http://www.suffolk.gov.uk/roads-and-transport/>

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Kind regards, Customer Service Suffolk

8	26/01/2026	15:07	LA-COMPLETED	County Council	360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED						

Customer Report Details						9
CRNO:	549477	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	20:38
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Just before Hadleigh road industrial estate on Hadleigh Road
Grid Reference:	614451.39 - 244616.45

Customer Report Description

Massive hole and massive burst of my tyres. Absolutely terrifying in the dark and pouring rain. 5 other cars affected at the same time! and long wait because of this pothole as AA said they had so many call outs because of it. It.s dangerous not to mention damaging. Please get this looked at as you have many reports on this.

History

Sequence	Recorded Date/Time		Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026	20:38	REQUEST-RECORDED						
2	15/01/2026	20:38	CUSTOMER-ADDED						
3	15/01/2026	20:38	ACTION-RECORDED						
4	15/01/2026	20:39	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549477 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Massive hole and massive burst of my tyres. Absolutely terrifying in the dark and pouring rain. 5 other cars affected at the same time! and long wait because of this pothole as AA said they had so many call outs because of it. It.s dangerous not to mention damaging. Please get this looked at as you have many reports on this. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link:	Recorded e-mail to Customer				

				https://highwaysreporting.suffolk.gov.uk/?id=00549477 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:52	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:52	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:52	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549477 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Massive hole and massive burst of my tyres. Absolutely terrifying in the dark and pouring rain. 5 other cars affected at the same time! and long wait because of this pothole as AA said they had so many call outs because of it. It's dangerous not to mention damaging. Please get this looked at as you have many reports on this. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549477 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/	Ordered e-mail to Customer					

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te-privacy-notice/ Please note that this email
has been sent from an unmonitored mailbox
and anyreply sent to this mailbox will not be
seen or responded to. If you'd like to contact
us then you can do so in a number of ways,
full details are available on our website at the
link below:
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Kind regards, Customer Service Suffolk
County Council

8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					

Customer Report Details						9
CRNO:	549478	NSG Reference:	18201208	Date and Time Recorded:	15/01/2026	20:38
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Hadleigh Road at the junction of dickens road, IP2 0HU
Grid Reference:	614364.19 - 244596.08

Customer Report Description

A massive pothole on Hadleigh road at the junction of dickens road. It is so big that it is hard to avoid it. Not only this but because it was raining the water filled it so you could not see it. It burst my tyre and damaged my alloy.

History

Sequence	Recorded Date/Time		Event		Reference	LACode	Location		Ordered	Due	Completed
1	15/01/2026	20:38	REQUEST-RECORDED								
2	15/01/2026	20:38	CUSTOMER-ADDED								
3	15/01/2026	20:38	ACTION-RECORDED								
4	15/01/2026	20:39	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549478 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A massive pothole on Hadleigh road at the junction of dickens road. It is so big that it is hard to avoid it. Not only this but because it was raining the water filled it so you could not see it. It burst my tyre and damaged my alloy. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549478 You can find out more about	Recorded e-mail to Customer						

				how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:51	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:51	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:52	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549478 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: A massive pothole on Hadleigh road at the junction of Dickens road. It is so big that it is hard to avoid it. Not only this but because it was raining the water filled it so you could not see it. It burst my tyre and damaged my alloy. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549478 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact	Ordered e-mail to Customer					

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Kind regards, Customer Service Suffolk
County Council

8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					

Customer Supplied Photograph

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/56e4626b-7183-4eae-a23f-978bc3cb284e.jpeg>

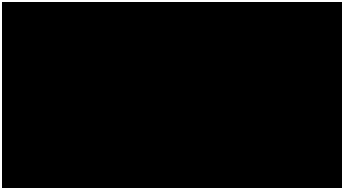
Customer Report Details

9

CRNO: 549481 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 21:00
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: On Hadleigh Road towards Ipswich Centre outside Norris House.
Grid Reference: 614360.77 - 244596.92

Customer Report Description

Description: We were travelling along Hadleigh Road tonight at 17.20. There is a large, deep pothole in the Hadleigh Road, towards Ipswich opposite to Norris House. Hole is approximately 80cm long,30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid as the road narrows. It is unmarked at night and dangerous. We didn't see it in the dark and it's full of water and muck. We hit this pot hole there was an almighty noise. It has done significant damage to our front left side tyre. We will need a new tyre and are not sure if it's damaged the wheel. There were 7 other cars in Sainsburys garage nearby with the same damage to their wheels and tyres.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026 21:00	REQUEST-RECORDED						
2	15/01/2026 21:00	CUSTOMER-ADDED						
3	15/01/2026 21:00	ACTION-RECORDED						
4	15/01/2026 21:01	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549481 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Description: We were travelling along Hadleigh Road tonight at 17.20. There is a large, deep pothole in the Hadleigh Road, towards Ipswich opposite to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid as the road narrows. It is unmarked at night and dangerous. We didn't see it in the dark and it's full of water and muck. We hit this pot hole there was an almighty noise. It has done significant damage to our front left side tyre. We will need a new tyre and are not sure if it's damaged the wheel. There were 7 other cars in Sainsburys garage nearby with the same damage to their wheels and tyres. Suffolk		Recorded e-mail to Customer			

				Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/. If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549481. You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/. Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/. Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:51	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:51	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:51	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549481 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: Description: We were travelling along Hadleigh Road tonight at 17.20. There is a large, deep pothole in the Hadleigh Road, towards Ipswich opposite to Norris House. Hole is approximately 80cm long, 30 cm wide and 15cm deep. It's location in relation to a central island and bollards makes it difficult for cars to avoid as the road narrows. It is unmarked at night and dangerous. We didn't see it in the dark and it's full of water and muck. We hit this spot hole there was an almighty noise. It has done significant damage to our front left side tyre. We will need a new tyre and are not sure if it's damaged the wheel. There were 7 other cars in Sainsburys garage nearby with the same damage to their wheels and tyres. Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are	Ordered e-mail to Customer					

occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution.

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Kind regards, Customer Service Suffolk County Council

8	26/01/2026	15:07	LA-COMPLETED	360586	Junction with Dickens Road, IP20HU	15/01/2026	15/01/2026	26/01/2026
9	26/01/2026	19:15	REQUEST-CLEARED					

Customer Supplied Photograph

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/506e8620-e54e-4d0d-8fcb-e3ac753ba369.jpg>

Customer Report Details

9

CRNO: 549492 NSG Reference: 18201208 Date and Time Recorded: 15/01/2026 21:24
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Hadleigh Road
Grid Reference: 614350.07 - 244593.20

Customer Report Description

large pothole filled with water no warning signs caused tyre damage

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	15/01/2026 21:24	REQUEST-RECORDED						
2	15/01/2026 21:24	CUSTOMER-ADDED						
3	15/01/2026 21:24	ACTION-RECORDED						
4	15/01/2026 21:24	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549492 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: large pothole filled with water no warning signs caused tyre damage Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549492 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice	Recorded e-mail to Customer				

				e/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council						
5	16/01/2026	11:51	ACTION-CLEARED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
6	16/01/2026	11:51	LA-LINKED			360586	Junction with Dickens Road, IP2 OHU	15/01/2026	15/01/2026	26/01/2026
7	16/01/2026	11:51	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549492 HADLEIGH ROAD, IPSWICH Date reported: 15/01/2026 Description: large pothole filled with water no warning signs caused tyre damage Following your recent report, we are pleased to confirm that we have ordered work to be carried out which we hope will resolve the issue you raised with us within approximately 2 hours. Whilst we endeavour to complete a permanent repair on the first attempt there are occasions when this isn't possible. In these instances, teams may undertake temporary measures such as the placement of warning signs or a temporary repair whilst we work on a permanent solution. Please note that this is subject to weather conditions and being able to gain the necessary access to carry out any work (as parked vehicles, traffic conditions and other local issues can sometimes prevent this). Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549492 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice-e/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	Ordered e-mail to Customer					
8	26/01/2026	15:07	LA-COMPLETED			360586	Junction with Dickens Road, IP2	15/01/2026	15/01/2026	26/01/2026

Customer Supplied Photograph

<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/64c7ebf2-a6c8-4b20-8ccd-7e377aab10be.jpg>

7

Date and Time Recorded: 16/01/2026 08:22

Name:

Telephone:

Email:

Contact Type:

Address: HADLEIGH ROAD IPSWICH

Grid Reference: 614385.67 - 244599.57

7 reports of a large pothole, reports of vehicles backed up in carriageway.

Sequence	Recorded Date/Time		Event	Reference	LA Code	Location	Ordered	Due	Completed
1	16/01/2026	08:22	REQUEST-RECORDED	CR Raised from emergency LA 360585, for assessment and follow-up. Please assess to see if any further action is required or if TM needs to remain on site etc.					
2	16/01/2026	08:22	CUSTOMER-ADDED						
3	16/01/2026	08:22	ACTION-RECORDED						
4	16/01/2026	11:50	ACTION-CLEARED						
5	16/01/2026	11:50	LA-LINKED		360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
6	26/01/2026	15:07	LA-COMPLETED		360586	Junction with Dickens Road, IP2 0HU	15/01/2026	15/01/2026	26/01/2026
7	26/01/2026	19:15	REQUEST-CLEARED						

9

Date and Time Recorded: 16/01/2026 12:35

Contact Type:	WEB
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Grid Reference: 614369.71 - 244598.33

Large pothole, burst one of tyres.

Sequence	Recorded Date/Time	Event	Reference	LA Code	Location	Ordered	Due	Completed
1	16/01/2026	12:35	REQUEST-RECORDED					
2	16/01/2026	12:35	CUSTOMER-ADDED					
3	16/01/2026	12:35	ACTION-RECORDED					
4	16/01/2026	12:37	CUSTOMER-AMENDED					
5	16/01/2026	12:39	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549718 HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Large pothole, burst one of tyres. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549718 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-director	Recorded e-mail to Customer			

				te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council 360593	
6	21/01/2026	11:19	ACTION-CLEARED		
7	21/01/2026	11:19	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
8	21/01/2026	11:19	REQUEST-CLEARED		
9	21/01/2026	11:19	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00549718 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Large pothole, burst one of tyres. We are pleased to let you know that works have now been completed. Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice	Clearance e-mail to Customer

Customer Report Details						20
CRNO:	549816	NSG Reference:	18201208	Date and Time Recorded:	16/01/2026	15:46
Request Type:	Pothole	Issue Type:				Pothole

Customer Details	
Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report	
Address:	HADLEIGH ROAD IPSWICH
Location:	Opposite dickens road where bollards are on the other side of the road
Grid Reference:	614361.76 - 244595.39

Customer Report Description	
Two very large pot holes opposite the bollards on Hadleigh Road. I was driving along on Tuesday night in the rain and the pot hole originally looked like a puddle. You cannot miss them or go round them as where they are positioned. The sound my car made was like I had crashed into a wall. Steering went straight away and tyre blew. I am a young female and had to wait 4 hours for the AA to replace with a spare. £104 for a new tyre! Went back to check the pot hole and have photos / video evidence of how deep this pot hole was. Completely unavoidable. No markings surrounding it and can see many of others have already reported it. I am now out of pocket because these have not been resolved or even marked. Also have video evidence of the size.	

History

Sequence	Recorded	Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	16/01/2026	15:46	REQUEST-RECORDED	Thank you for logging a report. Your report reference number is: 00549816 HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Two very large pot holes opposite the bollards on Hadleigh Road. I was driving along on Tuesday night in the rain and the pot hole originally looked like a puddle. You cannot miss them or go round them as where they are positioned. The sound my car made was like I had crashed into a wall. Steering went straight away and tyre blew. I am a young female and had to wait 4 hours for the AA to replace with a spare. £104 for a new tyre! Went back to check the pot hole and have photos / video evidence of how deep this pot hole was. Completely unavoidable. No markings surrounding it and can see many of others have already reported it. I am now out of pocket because these have not been resolved or even marked. Also have video					
2	16/01/2026	15:46	CUSTOMER-ADDED						
3	16/01/2026	15:46	ACTION-RECORDED						
4	16/01/2026	15:46	EVENT-RECORDED						
				Recorded e-mail to Customer					

evidence of the size. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below:
<http://www.suffolk.gov.uk/roads-and-transport/>
 . If you wish to track progress of your report, please use the following link:
<https://highwaysreporting.suffolk.gov.uk/?id=00549816> You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/> Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below:
<https://www.suffolk.gov.uk/about/contact-us/>
 Kind regards, Customer Service Suffolk County Council

5	20/01/2026	13:38	ADDITIONAL-FIELD		
6	20/01/2026	13:38	EVENT-RECORDED		Insurance Claim Form Sent
7	21/01/2026	11:19	ACTION-CLEARED	360593	
8	21/01/2026	11:19	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
9	21/01/2026	11:19	REQUEST-CLEARED		
10	21/01/2026	11:19	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00549816 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Two very large pot holes opposite the bollards on Hadleigh Road. I was driving along on Tuesday night in the rain and the pot hole originally looked like a puddle. You cannot miss them or go round them as where they are positioned. The sound my car made was like I had crashed into a wall. Steering went straight away and tyre blew. I am a young female and had to wait 4 hours for the AA to replace with a spare. £104 for a new tyre! Went back to check the pot hole and have photos / video evidence of how deep this pot hole was. Completely unavoidable. No markings surrounding it and can see many of others have already reported it. I am now out of pocket because these have not been	Clearance e-mail to Customer

resolved or even marked. Also have video evidence of the size. We are pleased to let you know that works have now been completed.

Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services <https://www.suffolk.gov.uk/roads-and-transport/> View existing highways reports - <https://highwaysreporting.suffolk.gov.uk> Contact us - <mailto:customer.service@suffolk.gov.uk> Follow us on social media - <https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media> Find out more about how we use your personal data by accessing our privacy notice <https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice> <https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/64e4ce82-8383-4151-a624-bf9876e80cf4.jpeg>

Customer Supplied Photograph

1	16/01/2026	15:46	REQUEST-RECORDED
2	16/01/2026	15:46	CUSTOMER-ADDED
3	16/01/2026	15:46	ACTION-RECORDED
4	16/01/2026	15:46	EVENT-RECORDED

Thank you for logging a report. Your report reference number is: 00549816 HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Two very large pot holes opposite the bollards on Hadleigh Road. I was driving along on Tuesday night in the rain and the pot hole originally looked like a puddle. You cannot miss them or go round them as where they are positioned. The sound my car made was like I had crashed into a wall. Steering went straight away and tyre blew. I am a young female and had to wait 4 hours for the AA to replace with a spare. £104 for a new tyre! Went back to check the pot hole and have photos / video evidence of how deep this pot hole was. Completely unavoidable. No markings surrounding it and can see many of others have already reported it. I am now out of pocket because these have not been resolved or even marked. Also have video evidence of the size. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below:

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				http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549816 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways,full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council	
5	20/01/2026	13:38	ADDITIONAL-FIELD		
6	20/01/2026	13:38	EVENT-RECORDED		Insurance Claim Form Sent
7	21/01/2026	11:19	ACTION-CLEARED	360593	
8	21/01/2026	11:19	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
9	21/01/2026	11:19	REQUEST-CLEARED		
10	21/01/2026	11:19	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00549816 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Two very large pot holes opposite the bollards on Hadleigh Road. I was driving along on Tuesday night in the rain and the pot hole originally looked like a puddle. You cannot miss them or go round them as where they are positioned. The sound my car made was like I had crashed into a wall. Steering went straight away and tyre blew. I am a young female and had to wait 4 hours for the AA to replace with a spare. £104 for a new tyre! Wentback to check the pot hole and have photos / video evidence of how deep this pot hole was. Completely unavoidable. No markings surrounding it and can see many of others have already reported it. I amnow out of pocket because these have not been resolved or even marked. Also have video evidence of the size. We are pleased to let you know that works have now been completed. Thank you fortaking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transpor	Clearance e-mail to Customer

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accessing our privacy notice
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice>
Carriageway Pothole

Customer Report Details

9

CRNO: 549840 NSG Reference: 18201208 Date and Time Recorded: 16/01/2026 16:33
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: [REDACTED]
Address: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Hadleigh road
Grid Reference: 614607.10 - 244645.60

Customer Report Description

I am writing to make a claim for damage caused to my wheel and tyre. I inadvertently drove through a pot hole yesterday and caused damage to my tyre and wheel. This was on Hadleigh Road, Ipswich. I needed to access roadside assistance and now have to take my car to a garage to either repair or replace the wheel. I have booked that in with Hadleigh Tyre Services tomorrow. I can see this pothole has been reported already report number 549344 and is recorded as over 5cms deep and 50sq cm area.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	16/01/2026 16:33	REQUEST-RECORDED						
2	16/01/2026 16:33	CUSTOMER-ADDED						
3	16/01/2026 16:33	ACTION-RECORDED						
4	16/01/2026 16:34	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549840 HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: I am writing to make a claim for damage caused to my wheel and tyre. I inadvertently drove through a pot hole yesterday and caused damage to my tyre and wheel. This was on Hadleigh Road, Ipswich. I needed to access roadside assistance and now have to take my car to a garage to either repair or replace the wheel. I have booked that in with Hadleigh Tyre Services tomorrow. I can see this pothole has been reported already report number 549344 and is recorded as over 5cms deep and 50sq cm area. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive.		Recorded e-mail to Customer			

				Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549840 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council Please see attached email which includes a photo and video from the customer	Internal Note ****
5	16/01/2026	16:58	EVENT-RECORDED	360593	
6	21/01/2026	11:19	ACTION-CLEARED		
7	21/01/2026	11:19	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
8	21/01/2026	11:19	REQUEST-CLEARED		
9	21/01/2026	11:20	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00549840 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: I am writing to make a claim for damage caused to my wheel and tyre. I inadvertently drove through a pot hole yesterday and caused damage to my tyre and wheel. This was on Hadleigh Road, Ipswich. I needed to access roadside assistance and now have to take my car to a garage to either repair or replace the wheel. I have booked that in with Hadleigh Tyre Services tomorrow.

I can see this pothole has been reported already report number 549344 and is recorded as over 5cms deep and 50sq cm area. We are pleased to let you know that works have now been completed.

Thank you for taking the time to contact us. Kindregards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media -	Clearance e-mail to Customer

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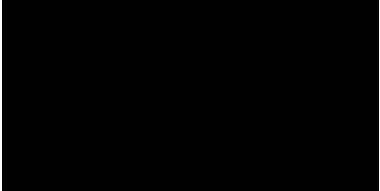
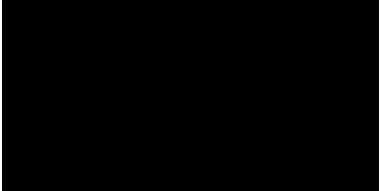
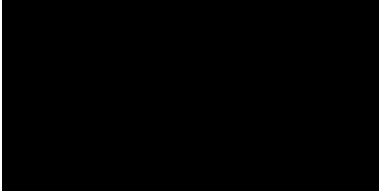
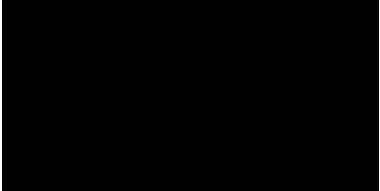
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice>

Customer Report Details

8

CRNO: 549882 NSG Reference: 18201208 Date and Time Recorded: 16/01/2026 18:01
Request Type: Pothole Issue Type: Pothole

Customer Details

Name: 
Address: 
Telephone: 
Email: 
Contact Type: WEB

Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Hadleigh Road / Harris way
Grid Reference: 614390.61 - 244607.22

Customer Report Description

Large dangerous pothole, causing my tyre to burst. This needs urgent attention.

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	16/01/2026 18:01	REQUEST-RECORDED						
2	16/01/2026 18:01	CUSTOMER-ADDED						
3	16/01/2026 18:01	ACTION-RECORDED						
4	16/01/2026 18:01	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549882 HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Large dangerous pothole, causing my tyre to burst. Thisneeds urgent attention. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549882 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the linkbelow: https://www.suffolk.gov.uk/about/privacy-notice					
			Recorded e-mail to Customer					

				e/growth-highways-infrastructure-ghi-directora te-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and anyreply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council 360593	
5	21/01/2026	11:21	ACTION-CLEARED		
6	21/01/2026	11:21	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
7	21/01/2026	11:21	REQUEST-CLEARED		
8	21/01/2026	11:22	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00549882 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: Large dangerous pothole, causing my tyre to burst. This needs urgent attention. We are pleased to let you know that works have now been completed. Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice	Clearance e-mail to Customer

Customer Report Details

8

CRNO: 549916 NSG Reference: 18201208 Date and Time Recorded: 16/01/2026 19:57
Request Type: Pothole Issue Type: Pothole

Customer Details

Name:
Address:
Telephone:
Email:
Contact Type: WEB



Location of Report

Address: HADLEIGH ROAD IPSWICH
Location: Homefoods to the left before Dickens Road
Grid Reference: 614368.05 - 244601.07

Customer Report Description

1 big one with 2 little ones

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	16/01/2026	19:57	REQUEST-RECORDED					
2	16/01/2026	19:57	CUSTOMER-ADDED					
3	16/01/2026	19:57	ACTION-RECORDED					
4	16/01/2026	19:57	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00549916 HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: 1 big one with 2 little ones Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We may contact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on ourwebsite at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00549916 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below: https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email	Recorded e-mail to Customer			

				has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council 360593	
5	21/01/2026	11:58	ACTION-CLEARED		
6	21/01/2026	11:58	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
7	21/01/2026	11:58	REQUEST-CLEARED		
8	21/01/2026	11:58	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00549916 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 16/01/2026 Description: 1 big one with 2 little ones We are pleased to let you know that works have now been completed. Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice	Clearance e-mail to Customer

Customer Report Details						9
CRNO:	550818	NSG Reference:	18201208	Date and Time Recorded:	20/01/2026	13:41
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	just before the railway bridge, opposite the entrance to Dickens Road
Grid Reference:	614371.69 - 244597.39

Customer Report Description

deep pothole in Hadleigh Road, Ipswich.

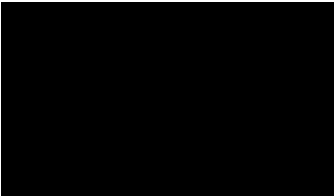
History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	20/01/2026	13:41	REQUEST-RECORDED					
2	20/01/2026	13:41	CUSTOMER-ADDED					
3	20/01/2026	13:41	ACTION-RECORDED					
4	20/01/2026	13:43	EVENT-RECORDED	email from customer	Internal Note			
5	20/01/2026	13:45	EVENT-RECORDED	Thank you for logging a report. Your report reference number is: 00550818 HADLEIGH ROAD, IPSWICH Date reported: 20/01/2026 Description: deep pothole in Hadleigh Road, Ipswich. Suffolk Highways will investigate your report and make a decision on any action that may need to be taken and by when. Please rest assured that any urgent health and safety matters will be prioritised. We maycontact you to clarify some aspects of the issue that you have raised and hope that, if so, you don't find this too intrusive. Information about how our services are organised and managed can be found on our website at the link below: http://www.suffolk.gov.uk/roads-and-transport/ . If you wish to track progress of your report, please use the following link: https://highwaysreporting.suffolk.gov.uk/?id=00550818 You can find out more about how we use your personal data by accessing our privacy notice which is available on our website at the link below:	Recorded e-mail to Customer			

6	21/01/2026	11:23	ACTION-CLEARED	https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/ Please note that this email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. If you'd like to contact us then you can do so in a number of ways, full details are available on our website at the link below: https://www.suffolk.gov.uk/about/contact-us/ Kind regards, Customer Service Suffolk County Council 360593	
7	21/01/2026	11:23	EVENT-RECORDED	360593	LA Code Cleared/Works Completed
8	21/01/2026	11:23	REQUEST-CLEARED		
9	21/01/2026	11:23	EVENT-RECORDED	C20 - Works carried out Hello, Your report reference number is: 00550818 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 20/01/2026 Description: deep pothole in Hadleigh Road, Ipswich. We are pleased to let you know that works have now been completed. Thank you for taking the time to contact us. Kind regards, Suffolk County Council Growth, Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transport/ View existing highways reports - https://highwaysreporting.suffolk.gov.uk Contact us - mailto:customer.service@suffolk.gov.uk Follow us on social media - https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media Find out more about how we use your personal data by accessing our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice/	Clearance e-mail to Customer

Customer Report Details						4
CRNO:	553517	NSG Reference:	18201208	Date and Time Recorded:	28/01/2026	21:26
Request Type:	Pothole	Issue Type:				Pothole

Customer Details

Name:	
Address:	
Telephone:	
Email:	
Contact Type:	WEB

Location of Report

Address:	HADLEIGH ROAD IPSWICH
Location:	Hadleigh Road opposite to Dickens road
Grid Reference:	614353.73 - 244590.26

Customer Report Description

A large pothole causing my tyre to pop and needing AA recovery. The burst was so severe the run flat tyre was unable to work. There was other cars on the side with the same issue that day. The pothole has now since been repaired by the council. Occurred on the 15/1/26

History

Sequence	Recorded Date/Time	Event	Reference	LACode	Location	Ordered	Due	Completed
1	28/01/2026	21:26	REQUEST-RECORDED					
2	28/01/2026	21:26	CUSTOMER-ADDED					
3	28/01/2026	21:26	ACTION-RECORDED					
4	28/01/2026	21:26	EVENT-RECORDED					
			Hello, Your report reference number is: 00553517 Address, Parish: HADLEIGH ROAD, IPSWICH Date reported: 28/01/2026 Description: A large pothole causing my tyre to pop and needing AA recovery.The burst was so severe the run flat tyre was unable to work. There was other cars on the side with the same issue that day. The pothole has now since been repaired by the council. Occurred on the 15/1/26 Thank you for taking the time to contact us. We will investigate your report and, if required, may contact you to clarify the information you have provided to help us decide onany action that may need to be taken. If there are any urgent health and safety matters that relate to the report, these will be given priority. Kind regards, Suffolk County Council Growth,Highways and Infrastructure This email has been sent from an unmonitored mailbox and any reply sent to this mailbox will not be seen or responded to. Find us online More about our services https://www.suffolk.gov.uk/roads-and-transpor					
			Recorded e-mail to Customer					

Customer Supplied Photograph

t/ View existing highways reports -
<https://highwaysreporting.suffolk.gov.uk>
Contact us -
<mailto:customer.service@suffolk.gov.uk>
Follow us on social media -
<https://www.suffolk.gov.uk/about/our-website-and-social-media/social-media> Find out
more about how we use your personal data by
accessing our privacy notice
<https://www.suffolk.gov.uk/about/privacy-notice/growth-highways-infrastructure-ghi-directorate-privacy-notice>
<https://PublicWebPortalsImagesEU1.symology.net/Suffolk-ReportITFault-Images/2026-01/af570db0-ac74-450e-acb6-8c4bc6303c29.jpeg>

Cyclic Activities

Activity Type:

CSI Carriageway Safety Inspections

Survey:

200636

Frequency:

1 Months

Date Due:

10/01/2026

Done Date/Time:

05/01/2026 15:07

Inspector:

██████

Defect Found:

No

Description:

Next Due Date:

10/02/2026

Last Updated By:

██████ at 15:13 on 05/01/2026

Asset Location History Report Aurora

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

Search Parameters

Current User Extent:

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79527073],[614360.9267520558,244589.68748847276],[614349.9
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20458499],[614347.8445463768,244589.83447995607]]]]}
```

From: 01/01/2026

To: 31/07/2026

Include: All

Location: Street : Hadleigh Road Ipswich, Suffolk

Selected Spatial Area:

Report Run Date: 21/08/2026

Road Classification Information

USRN

USRN: 18201208

Road Number: C494

Address: HADLEIGH ROAD

Town: IPSWICH

Street Type: Designated Street Name

Highest Carriageway Reinstatement: Carriageway type 1 (10 to 30 MSA)

Urban or Rural: Urban

Road Hierarchy: Main Distributor (3a)

Footway Hierarchy: Local Access Footways (4)

Length: 1918.26

Inspections

Highway Safety Inspection

Action Number: 20017

Action Type: Highway Safety Inspection

Asset Type: Carriageway

Method: Driven

Inspector:

Due Date:	10/02/2026 23:59
Completed Date:	16/02/2026 15:56
State:	Completed (No Observed Defects)
Frequency:	Monthly
Next Due Date:	10/03/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix
Weather:	Rain
Surface State:	Wet
Walked or Driven?:	Driven
Driver Name:	

Highway Safety Inspection

Action Number:	20018
Action Type:	Highway Safety Inspection
Asset Type:	Footway
Method:	Walked
Inspector:	
Due Date:	03/04/2026 23:59
Completed Date:	23/04/2026 13:13
State:	Completed (No Observed Defects)
Frequency:	Annually
Next Due Date:	03/04/2027 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix
Weather:	Dry
Surface State:	Dry
Walked or Driven?:	Driven
Driver Name:	

Highway Safety Inspection

Action Number:	52154
Action Type:	Highway Safety Inspection

Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	10/03/2026 23:59
Completed Date:	13/03/2026 12:54
State:	Completed (No Observed Defects)
Frequency:	Monthly
Next Due Date:	10/04/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix
Weather:	Dry
Surface State:	Dry
Walked or Driven?:	Driven
Driver Name:	

Highway Safety Inspection

Action Number:	68994
Action Type:	Highway Safety Inspection
Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	10/04/2026 23:59
Completed Date:	21/04/2026 15:01
State:	Completed (No Observed Defects)
Frequency:	Monthly
Next Due Date:	10/05/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix
Weather:	Fine
Surface State:	Dry
Walked or Driven?:	Driven
Driver Name:	

Highway Safety Inspection

Action Number:	129498
Action Type:	Highway Safety Inspection
Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	10/05/2026 23:59
Completed Date:	08/05/2026 15:13
State:	Completed (No Observed Defects)
Frequency:	Monthly
Next Due Date:	10/06/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix

Highway Safety Inspection

Action Number:	137638
Action Type:	Highway Safety Inspection
Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	10/06/2026 23:59
Completed Date:	11/06/2026 14:07
State:	Completed
Frequency:	Monthly
Next Due Date:	10/07/2026 23:59
Defect Found?:	Yes
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix
Weather:	Rain
Surface State:	Wet
Walked or Driven?:	Driven
Driver Name:	

Defect	
Action Number:	150142
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Hadleigh Road,Ipswich, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	11/06/2026 13:57
Due Date:	25/06/2026 13:57
Ordered Date:	11/06/2026 14:01
Started Date:	15/06/2026 20:02
Completed Date:	16/06/2026 00:03
State:	Approved
Location:	Opposite Dickens Road junction
Description:	2 other potholes between Norris House access and pedestrian island, ~2m squared of material required if doing at same time.
Order Number:	15179
Priority:	P4 - 10 Working Days
Client Target Completion Due:	10 Day(s)
Contractor Target Completion Due:	10 Day(s)
Client Completion Due:	25/06/2026 13:57
Contractor Completion Due:	26/06/2026 16:30
Grid Ref.:	614370 244601
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	1.2x0.4m, 0.9x0.5m
Defect depth / level difference (mm):	70mm, 40mm
Action required:	Patch
Position in road/footway/verge:	Wheel track
Speed limit (mph):	30
Road width (m):	3m min, 8.2m max
Footway width (m):	1.8m
Available width for TM (m):	1.6m min
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Heavy
Additional hazards:	Pedestrian traffic island, traffic lights nearby

3459.jpg:



3460.jpg:



3461.jpg:



3462.jpg:



3463.jpg:



MG0300_150142_150142 _g58@mgroup.mwf_178
1595641063.jpg:



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mwf_1781550329204.jpg:



MG0300_150142_150142_Travelling_g58@mgroup.
mwf_1781550351074.jpg:





Highway Safety Inspection

Action Number:	150152
Action Type:	Highway Safety Inspection
Asset Type:	Carriageway
Method:	Driven
Inspector:	
Due Date:	10/07/2026 23:59
Completed Date:	15/07/2026 11:38
State:	Completed (No Observed Defects)
Frequency:	Monthly
Next Due Date:	10/08/2026 23:59
Defect Found?:	No
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2, HAO - Phoenix 04
HAE Area:	HAE - Phoenix

Maintenance

Reactive Highways Maintenance - Matrix C - Carriageway Defects

Action Number:	150142
Action Type:	Reactive Highways Maintenance
Asset Type:	Carriageway
Asset:	Hadleigh Road,Ipswich, Suffolk
Defect Type:	Matrix C - Carriageway Defects
Originated Date:	11/06/2026 13:57
Due Date:	25/06/2026 13:57
Ordered Date:	11/06/2026 14:01
Started Date:	15/06/2026 20:02

Completed Date:	16/06/2026 00:03
State:	Approved
Location:	Opposite Dickens Road junction
Description:	2 other potholes between Norris House access and pedestrian island, ~2m squared of material required if doing at same time.
Order Number:	15179
Priority:	P4 - 10 Working Days
Client Target Completion Due:	10 Day(s)
Contractor Target Completion Due:	10 Day(s)
Client Completion Due:	25/06/2026 13:57
Contractor Completion Due:	26/06/2026 16:30
Grid Ref.:	614370 244601
Likelihood:	Likely- 40-100mm
Defect length & width (specify mm or m):	1.2x0.4m, 0.9x0.5m
Defect depth / level difference (mm):	70mm, 40mm
Action required:	Patch
Position in road/footway/verge:	Wheel track
Speed limit (mph):	30
Road width (m):	3m min, 8.2m max
Footway width (m):	1.8m
Available width for TM (m):	1.6m min
Marked up on site?:	Yes
Volume of traffic/pedestrian movement:	Heavy
Additional hazards:	Pedestrian traffic island, traffic lights nearby
HAO Area:	HAO - All Areas Merged, HAO - Ipswich 2
HAE Area:	HAE - Phoenix
M Group Area:	MOA - Central

Attachments

3459.jpg:



3460.jpg:



3461.jpg:



3462.jpg:



3463.jpg:



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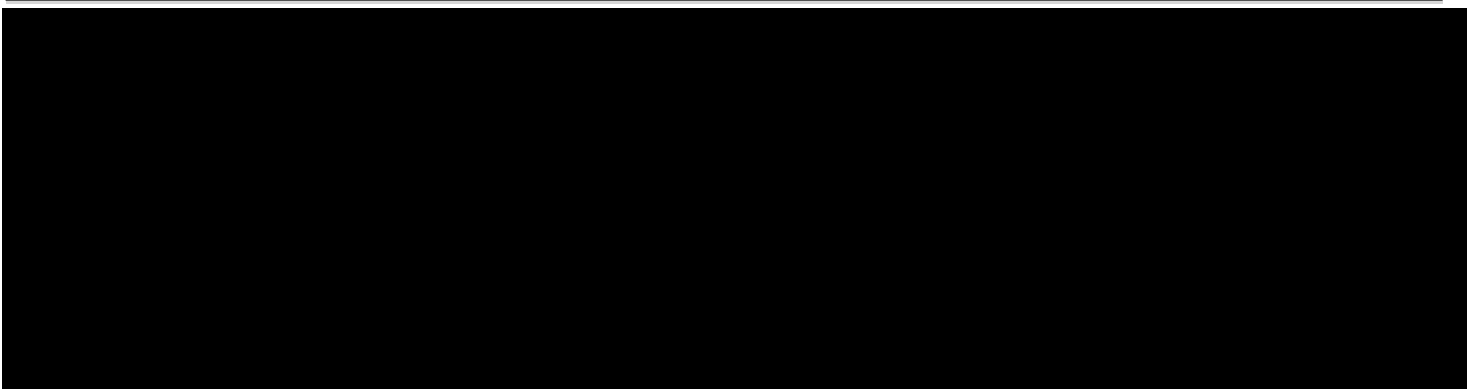
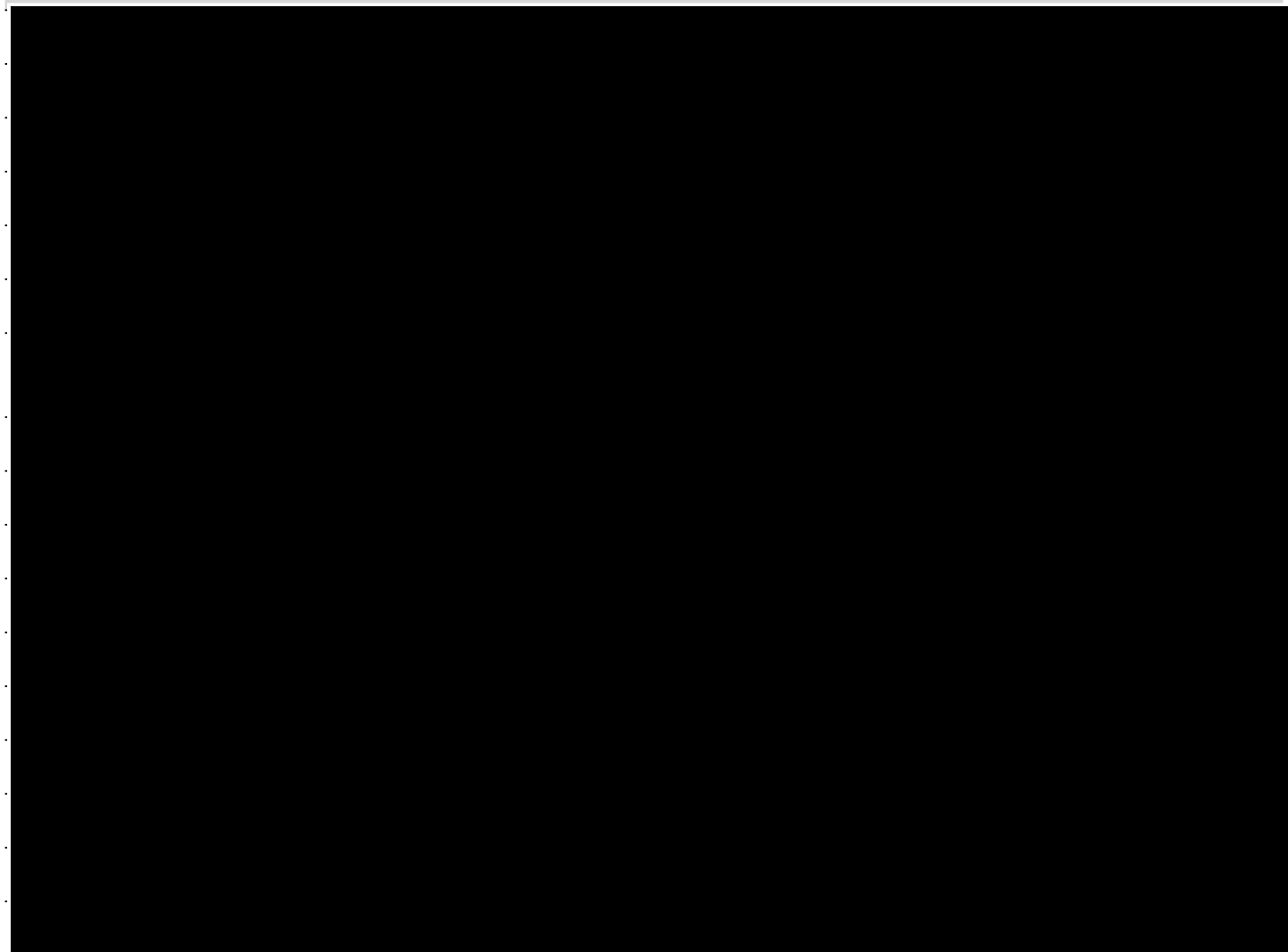
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Case

Insight Legacy Report



Appendix 7/2 - Excavation Trimming and Reinstatement of Existing Surfaces

1. General

This appendix specifies permanent pothole repairs, reinstatements and patches, using hot or cold materials.

In general, permanent repairs are those that will have approximately the same or better in service life as the materials forming adjacent carriageway (in their current condition).

Temporary repairs are those that are not expected to last as long as the adjacent construction, even though they may last a number of years.

Where possible the selection of a suitable treatment should follow the principles described in the ADEPT Report CSS79-05 Potholes and Repair Techniques for Local Highways. Unless otherwise agreed in writing the Client will specify the treatment on the works order

2. Laying in Adverse Weather Conditions

The procedures in BS594987 Clause 6.2 shall be followed unless the material manufacturer's method statement states otherwise. When instructed by the Client during long periods of inclement weather these restrictions may be relaxed and Clause 3 of this Appendix will not apply.

3. Guarantee Period

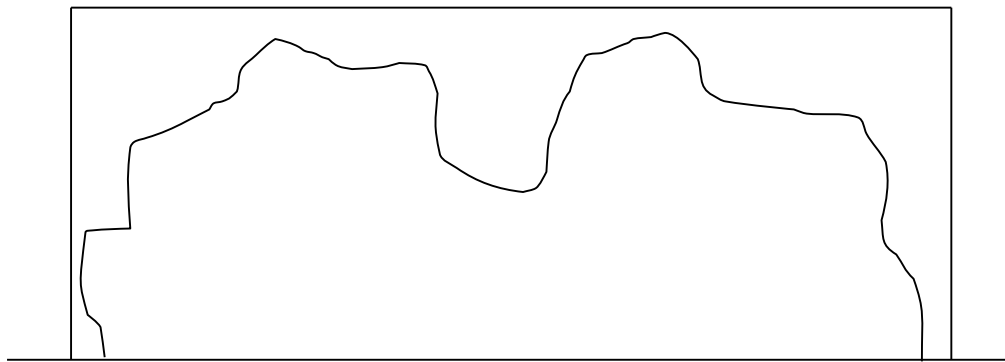
Unless otherwise agreed in writing with the Client the guarantee for permanent pothole repairs, reinstatements and patches shall be two year.

4. Method for trimming, Excavation, preparation, and filling of potholes, reinstatements and patches.

- I. Sides of hole to be trimmed or saw cut to produce a regular shaped hole without acute angled corners and a straight vertical face (see Figure 1)
- II. All loose material shall be removed before filling the hole.
- III. All standing water shall be removed before filling the hole.
- IV. All cut edges shall be dry and free from dust and loose materials
- V. A bond coat as specified in BS594987 Clause 5.5 shall be applied at a minimum rate of 0.35 l/m² residual binder prior to the laying of a new asphalt layer on any bound substrate.
- VI. Sides, including vertical faces of exposed ironwork, shall be painted with tack coat or bond coat in accordance with BS594987 Clauses 6.8 and 6.9.
- VII. The filling material shall be compacted by a suitable means, in layer depths not exceeding those stated in BS594987.

- VIII. Unless specified by the Client the surface joints of all repairs shall be sealed in accordance with Clause 4.1 of this Appendix.
- IX. Ironwork, gullies and similar projections shall be raised to their final level only after which the laying the binder course but before laying the surfacing course. The asphalt shall be tamped around and against such projections by means of hot tampers. The finished surface shall be either left flush with the top of, or not more than 3mm above, such projections except for gullies.
- X. Gullies and channel blocks shall be slightly lower than the adjacent asphalt surface to facilitate the flow of surface water.
- XI. The Contractor shall make provision for making safe, in suitable material, any raised joint at the end of each day's work. Any temporary ramps should be entirely removed before the excavation is filled.

Figure 1 Outline of edge prepared for permanent reinstatement



4.1 Surface applied sealant

In accordance with Road Note 42, a surface applied sealant shall be applied across the joint between the existing road and the reinstatement. It shall have the following requirements:-

- I. A hot applied joint sealant Type N2 to BS 2499-1
- II. The minimum skid resistance value (SRV), or Pendulum Test Value (PTV), for all Surface applied sealant materials shall be 55.
- III. The SRV/PTV shall be measured in accordance with BS EN 13036: Part 4 except that the narrow slider shall be used over the full 126mm sliding length utilising the normal slider scale C.
- IV. Surface applied sealant shall not exceed 3 mm thickness nor 40 mm width.
- V. Surface applied sealant shall not be used as a substitute for any edge sealing.
- VI. As an alternative a Proprietary sealant systems can be used and shall have a

current HAPAS Approval Certificate.

5. Skidding Resistance

5.1 General

An adequate skid resistance of the reinstated running surface will be maintained by control of the texture depth and the polished stone value (PSV) of the aggregate exposed at the road surface for all materials laid in accordance with Clause 1, 2 and 3 of this Appendix.

5.2 Texture Depth

Permanent repairs and patches shall have a texture depth in the range 0.8mm to 1.0mm when measured a single patch using the method specified in BS 598 : Part 3, sand patch method. Testing will be undertaken at the discretion of the Client.

5.3 Polished Stone Value (PSV)

For repairs with a surface area of greater than 1.0m² the required PSV shall be as shown in table below:

Road Hierarchy ¹	Minimum PSV Required ²		
	<u>SITE A</u>	<u>SITE B</u>	<u>SITE C</u>
Road type 1	60	55	55
Road type 2	55	55	50
Road type 3 and 4	55	50	50

Notes:

1: See Appendix 7/1 Schedule 1

2: Site definitions:

Site A – Potentially high risk

Approach to roundabouts, traffic lights, pedestrian crossings and railway level crossings; all including the final 50m of approach road.

Site B – Apparent average risk

Major road junctions including the final 50m of approach road, steep gradients (over 5%) and tight bends (radius less than 150m at more than 40 mph).

Site C – Apparent low risk

Generally straight sections of road including minor junctions, shallow gradients and open or slow speed bends.

6. Reinstatements

Reinstatements for Highway authority apparatus shall be undertaken using material specified in appendix 7/1 and according to SCD_700-02 and SCD_700-03 and following the procedures in clause 4 of this appendix. Clause 5 will apply to all reinstatements greater than 1m²

7. Patches and permanent pothole repairs using hot bituminous materials

Patching and pothole repairs using hot bituminous materials shall be undertaken using material specified in appendix 7/1 and according to SCD_700-8 and following the procedures in clause 4 of this appendix. Clause 5 will apply to all patches greater than 1m².

8. Patches and permanent pothole repairs using cold materials

This method should not be used over 1m² without the Client's approval. Clause 4 will apply unless the manufacturer's method statement indicates other methods are suitable.

9. Materials

All materials shall be approved in advance by the Client. Approval of materials without type approval such as HAPAS will only be approved by the Client following successful comparative performance trials.

The procedures given in clause 1 of this appendix should be used unless stated otherwise in the manufacturer's instructions for that material. Surfaces applied sealants need not be applied unless required by manufacturer's method of installation.

10. Permanent in-situ repair using on site mixed or sprayed materials

10.1 Method

Sprayed materials shall be undertaken in accordance with the ADEPT/ RSTA code of Practice for undertaking Velocity Patching 2012

Hot Chip and cold patching shall comply with 971AR or 972AR

10.2 Materials

All materials shall be approved in advance by the Client. Approval of materials without type approval such as HAPAS will be only be approved by the Client following successful comparative performance trials.

Appendix 7/3 - Surface Dressing

1. Introduction

1.1

Client. The surface shall be free of loose material and adequate temporary drainage provided prior to trafficking. Requirements for temporary traffic management and temporary speed limit requirements shall be agreed with the Client before any excavation or cold milling commences.

5.0

The Contractor shall provide temporary ramps in bituminous material at gullies, manholes other service covers and transverse joints for any areas that will be open to traffic.

Temporary cold lay and / or hot laid bituminous materials approved by the Client shall be used as temporary reinstatement. Arisings from cold milling are not allowed as reinstatement material. Longitudinal vertical joints are not allowed in areas to be opened to traffic without written agreement from the Client.

Temporary reinstatements shall be removed and the milled surface left clean and free of loose material prior to application of the bond coat and permanent pavement layer.

6.0

If any longitudinal trench is located closer than 1000mm to the edge of the carriageway backfilling shall be of granular sub-base material Type 1 to Clause 804 properly compacted to the underside of the base. This applies whether the trench is in the carriageway, verge or footway.

Appendix 7/11 - Overband and Inlaid Crack Sealing

1. BBA/HAPAS Grade F shall be used in all circumstances
2. Surface applied aggregate shall have a PSV of min 60 in all circumstances

Appendix 7/22 - Repairs to Potholes

1.0 General

This appendix specifies temporary pothole repairs using hot or cold material. Permanent pothole repairs shall be as specified in appendix 7/2. Where possible the selection of a suitable treatment should follow the principles described in the ADEPT Report CSS79-05 Potholes and Repair Techniques for Local Highways. Unless otherwise agreed in writing the Client will specify the treatment on the works order.

This method is only suitable for holes of <0.5m² unless instructed by the Client

2.0 Laying in Adverse Weather Conditions

The procedures in BS594987 Clause 6.2 shall be followed unless the material

manufacturer's method statement states otherwise. When instructed by the Client during long periods of inclement weather these restrictions may be relaxed and Clause 3 of this Appendix will not apply.

3.0 Performance Requirements

Performance requirements shall be as stated in the New Roads and Street Works Act 1991: Specification for the Reinstatement of Openings in Highways Code of Practice, Third Edition (England), April 2010, Section 2.

4.0 Method

- All loose material shall be removed before filling the hole
- All standing water shall be removed and substrate dried before applying bond coat before filling the hole
- The filling material shall be compacted to achieve full compaction
- The surface of the compacted material shall be level with that of the adjacent road.

5.0 Materials

All materials shall be approved in advance by the Client. Approval of materials without type approval such as HAPAS will be only be approved by the Client following successful comparative performance trials.

6.0 Aftercare

Temporary repairs shall be permanently reinstated within six months. The contractor will be responsible for any defects prior to permanent reinstatement.

Series 7300 – Safety Defect Service

Appendix 73/1 – Permitted Safety Defect Repairs

1. Permanent Repairs

The Safety Defect Service is for Category 2 to Category 6 defects as prescribed in the Highway Maintenance Operational Plan (HMOP). The table 1.1 below details the acceptable repair for each defect type, the Contractor must ensure all reasonable efforts are made to undertake a first-time permanent repair on the first visit to a Safety Defect.

2. Temporary Repairs

If, for reasons, a permanent repair is not instructed in the task order or is not possible, a make safe or temporary repair or solution of sufficient durability is permitted to last a minimum of six months from the time the temporary repair was completed.

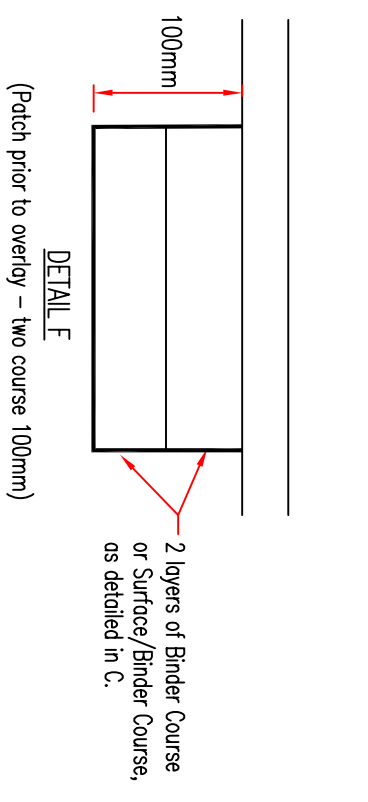
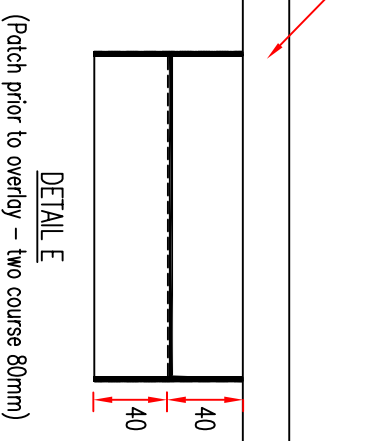
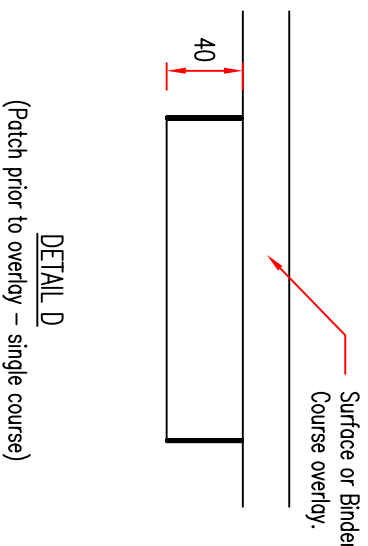
The client will take a pragmatic view and will apply reasonableness to each situation

Table 1.1: Safety Defect Repairs

HMOP Matrix / Defect	Repair
Matrix A - Debris / Spillage	
Clearance of debris or spillage - non environmentally hazardous	Clearance of debris as prescribed in the Task Order
Matrix B - Carriageway Level Difference	Repaired as per SCD 700-08 Carriageway patching flexible construction. Or level difference regulated with cold lay material or Class 1 mortar
Matrix B - Temporary Repair	Temporary repair of sufficient durability to last a minimum of six months from the time the temporary repair was completed
Matrix C - Carriageway Defects	Repaired as per SCD 700-08 Carriageway patching flexible construction.
Matrix C - Temporary Repair	Temporary repair of sufficient durability to last a minimum of six months from the time the temporary repair was completed
Matrix D - Carriageway Ironwork	Repaired as per SCD 500-03 Inspection chambers and draw pits
Matrix E - Flooding affecting Highway (C/Way)	Clearance to alleviate flooding: Gully – clear gully pot or chamber and jet to outfall Grip – dig out and clear to outfall
Matrix F - Street Furniture	Make safe and remove street furniture as prescribed in the Task Order
Matrix G - Road Sign Remediation	Clearance of sign face Replacement sign face

HMOP Matrix / Defect	Repair
	Replacement galvanised Traffic Sign Post – Up to and including 89mm overall diameter, 3.5 metres in length including foundation as per SCD1200-01 Mandatory and Warning sign sizes as per the HMOP and series 1200 of the price list: Mandatory sign sizes – 600, 750, 900, 1200 Warning sign sizes - 750, 900, 1200 Rectangular and Chevron warning signs
Matrix H - Fencing and Barriers	Remove damaged asset and / or make safe as prescribed in the Task Order
Matrix I - Carriageway Kerbing	Remove and re-set / replace defective kerb as per SCD 1100-03 Kerbing laid on existing bed
Matrix J - Verge Deterioration	SCD700-07 Edge of carriageway repair
Matrix K - Footway Defects	
Defect in Asphalt footways	Saw cut edges and repair / regulate with 6mm HRA
Defect in Paved or slabbed footways	Remove and re-set / replace defective paving blocks, setts or cobbles as per; SCD 1100-05 Alternative footway construction or SCD 1100-10 Granite setts or SCD 1100-17 Cobbled pedestrian deterrent
Matrix K - Temporary Repair	Temporary repair of sufficient durability to last a minimum of six months from the time the temporary repair was completed
Matrix L - Footway Level Difference	
Defect in Asphalt footways	Saw cut edges and repair / regulate with 6mm HRA
Defect in Paved or slabbed footways	Remove and re-set / replace defective paving blocks, setts or cobbles as per; SCD 1100-05 Alternative footway construction or SCD 1100-10 Granite setts or SCD 1100-17 Cobbled pedestrian deterrent
Defect adjacent to the footway	Verge repaired with compacted material and topsoil.
Matrix L - Temporary Repair	Temporary repair of sufficient durability to last a minimum of six months from the time the temporary repair was completed
Matrix M - Footway Ironworks	SCD 500-03 Inspection chambers and draw pits
Matrix N – Street Lighting & Electrical Equipment	N/A

HMOP Matrix / Defect	Repair
Matrix O – Intelligent Transport Systems	N/A
Matrix P - Vegetation	Cut back and remove as prescribed in the task order
Matrix Q – Road markings & Studs	
Rectify defective priority road markings	Reinstate defective road marking
Replace missing or defective road stud	Replace with a new Surface Applied Bitumen Adhesive road stud.
Loose road stud	Remove and reinstate with a Surface Applied Bitumen Adhesive road stud.

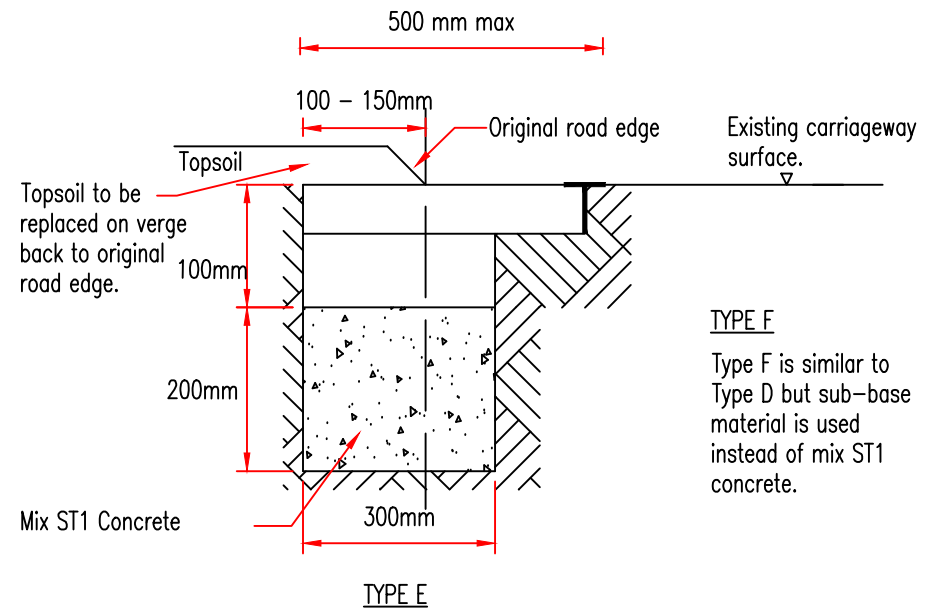
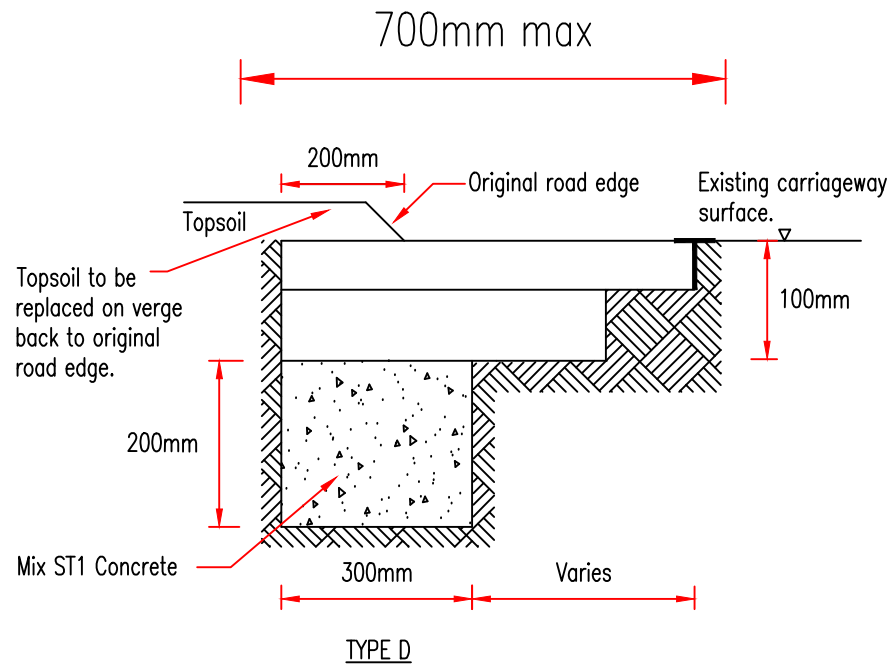


1. Materials as detailed in appendix 7/1.	3. Binder course to 905, 906.	5. Other material may be used from appendix 7/1 with the approval of the Employer.	7. 7300 series repair material is permitted to default to CI 912 as described in Appendix 7/1 using 10mm stone and 60 psv.
2. Surface course to clause 910, 911,	4. Coated chippings to be applied to the asphalt surface course as described in Appendix 7/1.	6. Patching is to be carried out as per	

	INT.	DATE	PROJECT TITLE
ORIGINATOR	CG	03/22	STANDARD CONSTRUCTION DETAIL
CHECKER	PW	09/25	SCALE
DESIGNER	PW	09/25	N.T.S.
REVIEWER	BC	09/25	DATE
			SEPT 2025
			DRAWING NO.
			SCD 700-8

NOTE

1. These details are for minor roads and minor maintenance only. Refer to Drg. No. SCD 700-1 for haunching details in all other situations Type A, B, or C.
2. For material specification refer to appendix 7/1.



Note Type F

TYPE F

Type F is similar to Type D but sub-base material is used instead of mix ST1 concrete.

REV.	DESCRIPTION	CHECKED	DATE
1	Issued for new contract June 2023	PE	08/23

ORIGINATOR	INIT.	DATE	PROJECT TITLE
CG	CG	03/22	STANDARD CONSTRUCTION DETAIL
CHECKER	INIT.	DATE	SCALE
PW	PW	04/22	N.T.S.
DESIGNER	INIT.	DATE	DATE
PW	PW	03/22	March 2022
REVIEWER	INIT.	DATE	DRAWING No.
BC	BC	04/22	SCD 700-7