



Coventry City Council

**UNCLASSIFIED**

Martin Yardley  
Executive Director - Place  
Business Support  
Floor 12, Civic Centre 4  
Much Park Street  
Coventry  
CV1 2PY

**Please contact Maureen Hammond**  
Direct line 024760821201  
maureen.hammond@coventry.gov.uk

Our reference 20122730  
9 May 2014

Dear

Thank you for requesting information about the condition of roads, which the Council received on 24 April 2014. Your request has been considered under the Freedom of Information Act 2000.

You have requested the following information:

The number of complaints from the public as to the poor condition of the roads, for the following roads over the last 3 years:

Bolts Road, Innes Road, Pilkington Road, Nightingale Road, The Riddings, Canley Road and Ainsbury Road.

Attached is a copy of the enquiries reports requested for the following roads:

Bott Road  
Pilkington Road  
The Riddings  
Canley Road  
Ainsbury Road  
Nightingale Lane

Please note that there were no enquiries logged for Innes Road between the timeframe 1<sup>st</sup> April 2011 – 30<sup>th</sup> April 2014.

You will note that certain information on the Enquiry List have been redacted (removed). This information has been redacted purely because it relates to the identities of individuals involved in this process and the Council considers that this information meets the definition for personal data set out in Section 1(1) of the Data Protection Act 1998 ("DPA") as:

*"data which relate to a living individual who can be identified - (a) from those data, or (b) from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual".*

The Council therefore considers this part of the requested information is caught by the exemption to disclosure contained in Section 40 (2) of the Act and the related first condition of Section 40 (3).

To explain further, a disclosure made under the provisions of the Act is judged to be a disclosure to the wider world and here the Council must consider disclosure of personal information in line with the provisions of the DPA.

The individuals involved would have no reasonable expectation that their details would be disclosed to the wider world. Any disclosure of this information would be judged in this instance to breach DPA principles, notably the first principle that of fair and lawful processing and the second principle, that of processing for specified and not incompatible purposes.

Please note, under the Re-Use of Public Sector Information 2005 Regulations you are free to use this information for your own use or for the purposes of news reporting.

However, any other type of re-use under the Regulations, for example; publication of the information or circulation to the public, will require permission of the copyright owner and may be subject to terms and conditions. For documents where the copyright does not belong to Coventry City Council you will need to apply separately to the copyright holder.

If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

If you are unhappy with the outcome or handling of your request you should write to us within 40 working days of the date of this letter:

Information Governance  
Council House, Room 21a  
Lower Ground Floor  
Earl Street, Coventry.  
CV1 5RR  
[infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If having done that you are still dissatisfied, the Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House

9 May 2014

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

Maureen Hammond  
**Business Support Officer**

Enclosures: Ainsbury Road Enquiries Report 0104211 – 30042014\_Redacted  
Bott Road Enquiries Report 0104211 - 30042014\_Redacted  
Canley Road Enquiries Report 0104211 - 30042014\_Redacted  
Nightingale Lane Enquiries Report 0104211 - 30042014\_Redacted  
Pilkington Road Enquiries List 0104211 - 30042014\_Redacted  
The Riddings Enquiries Report 0104211 - 30042014\_Redacted

Outstanding: No  
 Logged: 13/04/2011 to 09/04/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
53288	Bott Road	13/04/2011	Other+information +-+Pothole+quantity+3 - Junction+of+Canley+Road+and+Bott+Road	<b>Highways Maintenance</b> Carriageway - Pothole/Crack - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	67 Ainsbury RoadCoventryCV5			
11638760	Bott Road	15/10/2012	Nature of issue: Carriageway Pothole/Crack Specific location: 4 Bott Road, CV5 6AZ. Insurance Claim? No Size: More than 40mm (Golf ball) but less than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole/Crack - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	BOTT ROAD			
11643335	Bott Road	21/01/2013	Nature of Request: Refill grit bin Specific Location: o/s 5 Bott Road Additional Information: Empty bin on treacherous road	<b>Highways Maintenance</b> Refilling Grit Bins - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	BOTT ROAD			
11643493	Bott Road	22/01/2013	Nature of Request: Refill grit bin Specific Location: Bott Road, Bates Road and Canley Road/Sir Henry Parkes Road by the station car park Additional Information: grit bin is empty please refill	<b>Highways Maintenance</b> Refilling Grit Bins - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	BOTT ROAD			
11655182	Bott Road	15/08/2013	Specific Location: Bott road and Ainsbury road near to number 64 leading up to Ingram road needs inspecting as various potholes Further Information: please inspect asap Request Type: Pothole on road Pothole Quantity: Multiple Insurance Claim likely: Not known Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			
11657062	Bott Road	17/09/2013	Specific Location: pothole in c/way s/o 70 Ainsbury Road (approx 5 metres into Bott Rd) Further Information: pls inspect Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: No Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	BOTT ROAD			
11663189	Bott Road	20/01/2014	Specific Location: Throughout Bott Road particularly half way Further Information: Lots of holes throughout the road need looking it Request Type: Pothole on road Pothole Quantity: Multiple Insurance Claim likely: Yes Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole/Crack - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	BOTT ROAD			
11663410	Bott Road	23/01/2014	Specific Location: Junction of Bott Road and Canley Road Further Information: Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: No Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	BOTT ROAD			

Outstanding: No  
Logged: 13/04/2011 to 09/04/2014

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Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11667494	Bott Road	09/04/2014	Specific Location: Bott Road Further Information: The Canley Gardens roads are due to be resurfaced 2014/15, but I think you ought to inspect Bott Road as it is the worst road in this area.	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> BOTT ROAD		Many of the residents are concerned that it will deteriorate quite quickly and our cars' suspension	
<b>Customer Name -</b> [REDACTED]				

**Total Number of Enquires for Report - 10**

Outstanding: No  
Logged: 23/04/2012 to 23/04/2012

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Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11628031	Pilkington Road	23/04/2012	Please can the nameplate be re attached	<b>Highways Maintenance</b> Street Nameplate Enquiries - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	The Council House Earl Street	COVE		

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**Total Number of Enquires for Report - 1**

Outstanding: No  
 Logged: 05/04/2011 to 11/02/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11607584	The Riddings	05/04/2011	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: bottom of The Riddings traffic free road Additional Info: damaged bollard. Looks as though a car has hit it. Needs to be replaced asap as the cars will drive through again.	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
11608109	The Riddings	13/04/2011	Request Type: Damage to Request Item: Bollards (Lockable) Specific Location: at the bottom of the riddings at the junc with canley road Additional Info: the bollards are damaged	<b>Highways Maintenance</b> Bollards - Lockable - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
<b>**Anonymous Customer**</b>				
11618857	The Riddings	17/10/2011	Request Type: Damage to Request Item: Bollards (Lockable) Specific Location: junc of canley road and the riddings Additional Info: the need to be locked	<b>Highways Maintenance</b> Bollards - Lockable - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
11629119	The Riddings	12/05/2012	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: jtn Canley Road the Riddings Additional Info: Bollard up turned - pls repair	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
11629982	The Riddings	28/05/2012	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: bollard has gone again - by fence opposite emergency vehicles - vans are accessing this path ( 2 this monring) Additional Info: Please can supervisor call to discuss _ can a barrier be placed or metal poles? set in farmac - please can you call to discuss issue - thank	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
11630768	The Riddings	12/06/2012	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: At the bottom of The Riddings by Canley Road Additional Info: Concrete bollards are damaged.	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
11630898	The Riddings	13/06/2012	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: The Riddings is closed at its junction with Canley Road by concrete and metal bollards. One of the concrete bollards has been removed/knocked down and motorists are now using this as a way through to Canley Road.	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				
11632830	The Riddings	13/07/2012	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: End of the riddings. Additional Info: Concrete bollard at the end of the Riddings is being broken away and pushed to one side	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location - THE RIDDINGS</b>			
<b>Customer Name -</b>				

Outstanding: No

Logged: 05/04/2011 to 11/02/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11641286	The Riddings	30/11/2012	Request Type: Request for Request Item: Bollards (Lockable) Specific Location: at the Canley Road end of The Riddings Additional Info: Please can the bollards be locked again they have been down all week and this is allowing people to cut through with their cars	<b>Highways Maintenance</b> Bollards - Lockable - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
11643294	The Riddings	18/01/2013	Nature of Request: Refill grit bin Specific Location: outside 2 The riddings Additional Information: please refill empty grit bin	<b>Highways Maintenance</b> Refilling Grit Bins - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
<b>Customer Name -</b>				
11659059	The Riddings	22/10/2013	Specific Location: 54 the riddings in turning circle Enquiry Type: Inspection cover Request Type: Broken Further Information: oblong manhole cover broken in middle of the road Danger?: Yes	<b>Highways Maintenance</b> Inspection Covers - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
<b>Customer Name -</b>				
11659060	The Riddings	22/10/2013	Specific Location: The riddings/ canley road end Enquiry Type: Inspection cover Request Type: Missing Further Information: Missing cover Danger?: Yes	<b>Highways Maintenance</b> Inspection Covers - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
<b>Customer Name -</b> Anonymous				
11664344	The Riddings	10/02/2014	Enquiry Type: Other work - eg utilities Request Type: Other Safety Issues Specific Location: o/s 54 the riddings Further Info: Retractable bollard was put down by Severn Trent and when they tried to put it back up the handle on top had broken. Company: Severn Trent	<b>Highways Maintenance</b> NRSWA - Reinstatements - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> Not Entered			
<b>Customer Name -</b>				
11664346	The Riddings	10/02/2014	Enquiry Type: Bollard Request Type: Damaged Concrete Specific Location: o/s 54 The riddings, at junction of Canley Road and The Riddings Additional Information: 3 concrete bollards have been knocked over by vandals Danger: No	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
<b>Customer Name -</b>				
11664487	The Riddings	11/02/2014	Enquiry Type: Bollard Request Type: Damaged Concrete Specific Location: outside No 52 The Riddings Additional Information: 3 bollards have been knocked down in the Riddings Danger: No	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
<b>Customer Name -</b>				
11664488	The Riddings	11/02/2014	Enquiry Type: Bollard Request Type: Damaged Lockable Specific Location: in the Riddings Additional Information: The end metal post (in the Riddings) has been broken (the handle) and needs to be repaired so the post can be locked Danger: No	<b>Highways Maintenance</b> Bollards - Lockable - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> THE RIDDINGS			
<b>Customer Name -</b>				

Total Number of Enquires for Report - 19



Outstanding: Both  
 Logged: 10/05/2011 to 30/04/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11609571	Canley Road	10/05/2011	Nature of issue: Carriageway Pothole/Crack Specific location: Near 272 and 274 Canley Road. Over a meter long Insurance Claim? Unknown Size: More than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
11609761	Canley Road	12/05/2011	Nature of Issue: Pavement trip/crack Surface Type: Tarmac Specific Location: o/s 119/117 Additional Info: the tarmac o/s the property is breaking up causing damage to the blocked paving pls respond to the customer directly	<b>Highways Maintenance</b> Pavement - Trip/Crack - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
11612600	Canley Road	05/07/2011	Highway of Footway: Footway Specific Location: the the s/o 91 canley rd/ pilkington rd the hedge is overhanging the path Obstruction Type: Other Additional Info: hedge overhanging the path	<b>Highways Maintenance</b> Debris on Foot/Carriageway - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
				**Anonymous Customer**
11616049	Canley Road	31/08/2011	Nature of issue: Carriageway Pothole/Crack Specific location: on canley road os go outdoors 6 potholes Insurance Claim? Unknown Size: More than 40mm (Golf ball) but less than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole/Crack - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
11616118	Canley Road	01/09/2011	CLLR ENQUIRY -- Nature of issue: Carriageway Inspection O/S THE FARM HOUSE (1114) - 5 ----- Specific location: Canley Road just past the intersection with Beechwood (outside of Go Outdoors) Additional Info: The entire road surface on Canley Road is almost impassible to bicycles (I count at	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
11616744	Canley Road	13/09/2011	Nature of issue: Carriageway Inspection Specific location: os go outdoors on canley road Additional Info: road needs inspecting ads in very bad condition Insurance Claim? Unknown	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
11616784	Canley Road	14/09/2011	Nature of issue: Pavement Pothole/Crack Specific location: Canley Road by entrance of go outdoors shop Insurance Claim? No Size: More than 40mm (Golf ball)	<b>Highways Maintenance</b> Pavement - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		
11619677	Canley Road	02/11/2011	Nature of issue: Carriageway Inspection Specific location: o/s 194 canley road Additional Info: caller wants the road o/s his property inspected as the road has only been repaired once in 60 years Insurance Claim? Unknown	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		CANLEY ROAD		

**Outstanding:** Both  
**Logged:** 10/05/2011 to 30/04/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11627608	Canley Road	16/04/2012	Nature of Issue: Kerb damage Surface Type: Paving Specific Location: o/s 268 CANLEY ROAD Additional Info: tarmac has come away from the kerbstone and is sticking up. Is damage due to overriding: No Is damage due to an illegal f/w crossing: No	<b>Highways Maintenance</b> Kerbs - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> CANLEY ROAD			
<b>Customer Name -</b>				
11628487	Canley Road	30/04/2012	Nature of issue: Carriageway Inspection Specific location: problem starts from the traffic light junction with Earlsdon Avenue down towards the fork in the road at Canley Road. Additional Info: The road surface on Hearsall Common is totally broken un - large portions of the top surface are missing	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> HEARSALL COMMON			
<b>Customer Name -</b>				
11630616	Canley Road	08/06/2012	Nature of issue: Carriageway Pothole/Crack Specific location: at the bottom of nightingale rd which leads on to canley rd Insurance Claim? Unknown Size: More than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> NIGHTINGALE LANE			
<b>Customer Name -</b>				
11630650	Canley Road	09/06/2012	Nature of issue: Carriageway Pothole/Crack Additional Info: I would like to report the numerous pot holes and damage road surface which are found along the road next to Hearsall common, as I use this to cycle along after the end of the cycle path, during my daily commute into the city	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> HEARSALL COMMON			
<b>Customer Name -</b>				
11633934	Canley Road	30/07/2012	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: at end of the Riddings, where it joins Canley Road Additional Info: one of the bollards has been knocked out and removed, and cars are now driving over the pavement and through the gap	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> CANLEY ROAD			
<b>Customer Name -</b>				
11634523	Canley Road	08/08/2012	Nature of issue: Carriageway Inspection Specific location: Hearsall Common, Earlsdon Coventry. bus lay-by near to the junction with Earlsdon Avenue North Additional Info: A large pothole in the bus lay-by near to the junction with Earlsdon Avenue North Insurance Claim? No	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> HEARSALL COMMON			
<b>Customer Name -</b>				
11634834	Canley Road	13/08/2012	Highway of Footway: Footway Specific Location: Beechwood avenue near the footbridge crossing over the rail way lines- Obstruction Type: Other Additional Info: both sides overgrown undergrowth etc obstructing the pavement	<b>Highways Maintenance</b> Debris on Foot/Carriageway - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> CANLEY ROAD			
<b>Customer Name -</b>				
11635848	Canley Road	29/08/2012	Nature of issue: Carriageway Inspection Specific location: HEARSALL COMMON Additional Info: whole road needs inspecting as there are many potholes. as a cyclist, it is very dangerous - an insurance claim has been put in Insurance Claim? Yes	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b> HEARSALL COMMON			
<b>Customer Name -</b>				

Outstanding: Both  
 Logged: 10/05/2011 to 30/04/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11640290	Canley Road	13/11/2012	Highway of Footway: Footway Specific Location: pavement/cycleway on the A45 (Fletchamstead Highway) between Canley Road and the Esso garage at Canley Ford. Obstruction Type: Blocking "Rights of Way" Additional Info: Bush may be on boundary of hersall golf club	<b>Highways Maintenance</b> Debris on Foot/Carriageway - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> X	<b>Enquiry Location -</b> CANLEY ROAD			
11644008	Canley Road	30/01/2013	Nature of Request: New grit bin Specific Location: from the mini roundabout junction with Sir Henry Parkes Road to the junction with the A45.  Additional Information: The part of Canley Road which is treacherous is from the mini roundabout	<b>Highways Maintenance</b> Grit Bins - Request For - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> CANLEY ROAD			
11644141	Canley Road	31/01/2013	Nature of issue: Carriageway Inspection Specific location: Hearsall Common(B4101) between Broad Lane and where it becomes Hearsall Lane Additional Info: The road surface at the edge in both directions, forces cyclists, to ride much further away from the kerb than normally do to avoid being knocked off and made unstable by the amount of	<b>Highways Maintenance</b> Highway Inspections - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> HEARSALL COMMON			
11645537	Canley Road	25/02/2013	Request Type: Damage to Request Item: Bollards (Concrete) Specific Location: The end of the riddings where it meets canley road Additional Info: Bollards keep being removed from here	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> CANLEY ROAD			
11647600	Canley Road	08/04/2013	Enquiry Type: Bollard Request Type: Damaged Concrete Specific Location: in the Canley Road part of the Riddings Additional Information: if possible replace all the bollards with the metal black type. From Cllr Allan Andrews Danger: No	<b>Highways Maintenance</b> Bollards - Concrete - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> CANLEY ROAD			
11650928	Canley Road	07/06/2013	Specific Location: Stretch of road between 240-274 Canley Road Further Information: Carriageway inspection required - customer reports multiple potholes & surface of road breaking up Request Type: Pothole on road Pothole Quantity: Multiple Insurance Claim likely: Not known	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> CANLEY ROAD			
11655804	Canley Road	27/08/2013	Specific Location: Query from [REDACTED] at BT Legal requesting copies of highways inspection records along with all opening/closing notices, defect notices & records of complaints for 2 years prior to 19 March 2013. Further Information [REDACTED]	<b>Highways Maintenance</b> Pavement - Trip/Crack - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> CANLEY ROAD			
11656260	Canley Road	03/09/2013	Specific Location: o/s 107 canley road Further Information: kerb has crumbled away Request Type: Kerb Damage Illegal Crossing (cause of damage):Neither Danger?: No	<b>Highways Maintenance</b> Kerbs - Highways Maintenance
<b>Ward -</b> Earlsdon <b>Customer Name -</b> [REDACTED]	<b>Enquiry Location -</b> CANLEY ROAD			

Outstanding: Both  
 Logged: 10/05/2011 to 30/04/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11657655	Canley Road	26/09/2013	Specific Location: As you turn left into Canley Road from Beechwood Ave Further Information: It's very hard to avoid due to its position - cars have to swerve around it. Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: Not known Danger?: No	Highways Maintenance Carriageway - Pothole P1 - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
11657780	Canley Road	27/09/2013	Specific Location: O/S 178 on footpath Enquiry Type: Discharge onto highway Request Type: Further Information: [REDACTED] has been leeking for about a week Danger?: No	Highways Maintenance D'charge water on highway - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
11659046	Canley Road	22/10/2013	Specific Location: o/s 212 canley road Enquiry Type: Drains and gullies Request Type: Blocked gully Further Information: drains need to be inspected asap Danger?: No	Highways Maintenance Blocked Gullys - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
11659088	Canley Road	22/10/2013	Specific Location: There is one big pothole (as wide as the length of a size 6 shoe and as long as one and a half times the same shoe) and several smaller ones in the pavement by the drive to our property (a shared drive for 102106). Further Information: We've had a go at filling the biggest pothole with gravel so pedestrians	Highways Maintenance Pavement - Pothole P1 - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
11661468	Canley Road	06/12/2013	Specific Location: O/S 138 Further Information: Trip Hazard customer is [REDACTED] and at risk of falling Request Type: Pavement Damage Surface Type: Paving Danger?: No	Highways Maintenance Pavement - Trip/Crack - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
11664321	Canley Road	08/02/2014	Enquiry Type: Bollard Request Type: DamagedWooden Specific Location: corner of canley road/a45 Additional Information: Bollards have been placed on grass verge, poss bly came from kenilworth road. Danger: No	Highways Maintenance Benches - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
X				
11667511	Canley Road	09/04/2014	Enquiry Type: Street Name Plate Request Type: Removed Specific Location: The road sign 'Canley Road' is lying on its side. This is the sign at the end of Canley Road/A45. It was damaged some time ago, and the replacement lamp post people took it up, but they have left the area now and its not been replaced	Highways Maintenance Street Nameplate Enquiries - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
Mrs Glennis Simmons				
11668452	Canley Road	30/04/2014	Enquiry Type: Street Name Plate Request Type: Damaged Specific Location: Canley Road name plate - A45 end of Canley Road Additional Information: [REDACTED] - sign is hanging off - please update [REDACTED] Danger: No	Highways Maintenance Street Nameplate Enquiries - Highways Maintenance
Ward - Earlsdon	Enquiry Location -			
Customer Name -	CANLEY ROAD			
X				

Total Number of Enquires for Report - 35

Outstanding: Both  
 Logged: 13/04/2011 to 17/09/2013

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
53289	Ainsbury Road	13/04/2011	House+number 67 +-+Pothole+quantity+2 - 5+foot+diagonal+strip+outside+67	<b>Highways Maintenance</b> Carriageway - Pothole/Crack - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	67 Ainsbury RoadCoventryCV5 [REDACTED]			
11628070	Ainsbury Road	24/04/2012	Nature of issue: Carriageway Pothole/Crack Specific location: I would like to report some potholes in Ainsbury Road outside house numbers 62 & 85.	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD		Insurance Claim? Unknown Size: More than 40mm (Golf ball) but less than 60mm (Tennis ball)	
11629611	Ainsbury Road	22/05/2012	Nature of issue: Carriageway Pothole/Crack Specific location: o/s 14/16 Ainsbury Road Insurance Claim? No Size: More than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			
11629628	Ainsbury Road	22/05/2012	Nature of issue: Carriageway Pothole/Crack Specific location: Outside 10 ainsbury Insurance Claim? No Size: More than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			
11643569	Ainsbury Road	23/01/2013	Nature of Request: Refill grit bin Specific Location: jtn Botts Road Additional Information: very slippy bin needs filling	<b>Highways Maintenance</b> Refilling Grit Bins - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			
11647672	Ainsbury Road	09/04/2013	Specific Location: brook at end of garden. Undercutting the wall and is worried the wall will collapse into the brook. Enquiry Type: Rivers and screens Request Type: River Further Information [REDACTED] would I ke an inspector to contact him regarding this as he would like to discuss the problems he may be facina Also	<b>Highways Maintenance</b> Rivers and Screens - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			
11657048	Ainsbury Road	17/09/2013	Specific Location: o/s 58 ainsbury road Further Information: very deep pothole Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: Not known Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			
11657049	Ainsbury Road	17/09/2013	Specific Location: o/s 87 AINSBURY ROAD Further Information: Pot hole here pls inspect Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: Not known Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward - Earlsdon</b>	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	AINSBURY ROAD			

**Total Number of Enquires for Report - 8**

Outstanding: Both  
 Logged: 12/03/2012 to 25/03/2014

Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11625880	Nightingale Lane	12/03/2012	Nature of Request: Relocate grit bin Specific Location: o/s 1 nightingale lane Additional Information: the grit bin outside 1 nightingale lane is killing the hedge/bushes.. please can it be moved	<b>Highways Maintenance</b> Winter Gritting - Relocate Bin - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11633760	Nightingale Lane	26/07/2012	Nature of issue: Carriageway Pothole/Crack Specific location: between 5 and 7 nightingale lane, about seven pothole varying in size Insurance Claim? No Size: More than 40mm (Golf ball) but less than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole/Crack - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11637357	Nightingale Lane	19/09/2012	Nature of Issue: Kerb damage Surface Type: Paving Specific Location: o/s 1 Nightingale Lane Additional Info: About three kerbstones damaged by refuse lorry and they have been lifted. Is damage due to overriding: No Is damage due to an illegal f/w crossing: No	<b>Highways Maintenance</b> Kerbs - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11643021	Nightingale Lane	14/01/2013	Nature of issue: Carriageway Pothole/Crack Specific Location: Near entrance to number 7 Nightingale Lane. Insurance Claim? No Size: More than 60mm (Tennis ball)	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11649887	Nightingale Lane	20/05/2013	Specific Location: to the side of 29 nightingale Lane Enquiry Type: Rivers and screens Request Type: River Further Information: This is undermining the side wall and would like to see some one about this, previously logged as ref 12242700 Danger?: No	<b>Highways Maintenance</b> Rivers and Screens - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11650254	Nightingale Lane	28/05/2013	Specific Location: Nightingale Lane near junct with Bates Road Further Information: Pothole getting deeper in middle of the road Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: No Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11662913	Nightingale Lane	15/01/2014	Specific Location: About 2 yards away from Canley Road, on Nightingale Lane Further Information: Request Type: Pothole on road Pothole Quantity: Single Insurance Claim likely: No Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		
11663078	Nightingale Lane	17/01/2014	Specific Location: O/S 48 Canley Road End Further Information: Request Type: Pothole on road Pothole Quantity: Multiple Insurance Claim likely: Not known Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b>	Earlsdon	<b>Enquiry Location -</b>		
<b>Customer Name -</b>		NIGHTINGALE LANE		

Outstanding: Both  
Logged: 12/03/2012 to 25/03/2014

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Enquiry No.	Site	Logged Date	Enquiry Description	Subject/ Service
11666730	Nightingale Lane	25/03/2014	Specific Location: In the road outside number 7 Further Information: Request Type: Pothole on road Pothole Quantity: Multiple Insurance Claim likely: Not known Danger?: No	<b>Highways Maintenance</b> Carriageway - Pothole P1 - Highways Maintenance
<b>Ward -</b> Earlsdon	<b>Enquiry Location -</b>			
<b>Customer Name -</b>	NIGHTINGALE LANE			

**Total Number of Enquires for Report - 14**