

Enquiry and Status History Report

Page 1 of 64

Enquiry No. 24266463 **Enquiry Date:** 06/07/2026 08:19:19 **Service:** Highway Defect

Subject: Sign (Non-Illuminated) Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Near Willows Green Lodge

Description: Check for sign. As requested by [REDACTED] Road sign that was knocked down in 2023

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22406016 - C Accept client EW	11/08/2026 17:53:37
Works Passed to Contractor	Job 22406016 - H EW From Client	16/07/2026 15:12:21
Works Passed to Contractor	Job 22406016 - C Job Received	07/07/2026 09:24:18
Works Passed to Contractor	Job 22406016 - H EW From Client	07/07/2026 08:49:22
Works Passed to Contractor	Job 22406016 - X Job Committed	07/07/2026 08:48:19
Work Raised	Job 22406016 - X Job Raised	06/07/2026 11:10:01
Enquiry Raised		06/07/2026 11:09:59
Enquiry Raised		06/07/2026 08:19:19

Enquiry No. 24264118 **Enquiry Date:** 01/04/2026 14:42:32 **Service:** Highway Defect

Subject: Encroach/Obstruct Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Along the front of property called Markham Oak

Description: Adhoc enquiry for obstruction letter to be sent to property called [REDACTED] for bricks and carpet along the highway verge

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Enquiry Resolved	Closed as per previous notes from AHE- Hello HOC Happy that matter has been resolved now as all carpets and bricks have been removed. Thanks [REDACTED]	19/05/2026 10:44:37
Enquiry Updated	This enquiry has been reopened due to a specified date in the enquiry attribute as we were awaiting a response from the customer. Please take the following actions accordingly: 1) Review the enquiry and determine whether to leave it open or closed and contact the customer. 2) Update the Automated date field in the attribute list or delete the date entirely. 3) If the attribute was not cleared you have received this notification again.	19/05/2026 10:40:30

Enquiry and Status History Report

Page 2 of 64

Enquiry No. 24264118 **Enquiry Date:** 01/04/2026 14:42:32 **Service:** Highway Defect **Subject:** Encroach/Obstruct Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Along the front of property called Markham Oak **Description:** Adhoc enquiry for obstruction letter to be sent to property called [REDACTED] for bricks and carpet along the highway verge

Relevant
Yes
No

Enq Status Name	Status Notes	Logged Date
Enquiry Resolved	Closed as per previous notes from AHE- Hello HOC Happy that matter has been resolved now as all carpets and bricks have been removed. Thanks [REDACTED]	19/05/2026 10:34:07
Enquiry Updated	Hello HOC Happy that matter has been resolved now as all carpets and bricks have been removed. Thanks [REDACTED]	18/05/2026 10:26:43
Enquiry Updated	This enquiry has been reopened due to a specified date in the enquiry attribute as we were awaiting a response from the customer. Please take the following actions accordingly: 1) Review the enquiry and determine whether to leave it open or closed and contact the customer. 2) Update the Automated date field in the attribute list or delete the date entirely. 3) If the attribute was not cleared you have received this notification again.	16/05/2026 02:55:33
Enquiry Resolved	Enquiry closed pending reinspection on 16th May 2026	15/04/2026 14:30:33
Enquiry Updated	Letter sent for printing dated 16.04.26 passed to AHE to reinspect in 1 month as per timescales	15/04/2026 14:27:58
Letter Required	Hello HOC The draft letter is fine to be sent but please include the highways act that was quoted within the first letter sent. The resident can have a month from the date the letter is sent. Please also include the two photos taken today on the letter to be sent. Thanks [REDACTED]	15/04/2026 14:19:05
Enquiry Updated	Hello HOC The draft letter is fine to be sent but please include the highways act that was quoted within the first letter sent. The resident can have a month from the date the letter is sent. Please also include the two photos taken today on the letter to be sent. Thanks [REDACTED]	15/04/2026 14:16:45
Enquiry Updated	Please see attached letter response draft. Is this suitable to be sent or do Highways acts need to be included again? Also are any new/additional timescales required? Believe initial letter timescales should still apply until 07.05 but unsure if the customer's response affects this	15/04/2026 11:27:27
Enquiry Updated	Please see attached letter response draft. Is this suitable to be sent or do Highways acts need to be included again? Also are any new/additional timescales required?	15/04/2026 11:26:28
Letter Required	Hello HOC Please thank the resident for clearing some of the obstruction. However further clearance is required as there are still carpets and bricks along the verge along the frontage of the property. Thanks [REDACTED]	15/04/2026 11:05:10
CUST Re-opened - comment added	Method of contact: (Letter) Reason for follow up: please see attached letter from the customer	14/04/2026 16:27:08
Enquiry Resolved	Enquiry closed pending reinspection. To be reinspected 2.5.26	02/04/2026 13:26:49
Enquiry Updated	Letter sent to print 2.4.26	02/04/2026 09:12:39
Letter Required	Hello HOC Please can you send an obstruction notice to a property called [REDACTED] They have placed carpets and bricks on the highway verge. Thanks [REDACTED]	01/04/2026 15:10:39

Enquiry and Status History Report

Page 3 of 64

Enquiry No. 24264118 **Enquiry Date:** 01/04/2026 14:42:32 **Service:** Highway Defect **Subject:** Encroach/Obstruct Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Along the front of property called Markham Oak **Description:** Adhoc enquiry for obstruction letter to be sent to property called [REDACTED] for bricks and carpet along the highway verge

Relevant

<u>Eng Status Name</u>	<u>Status Notes</u>	<u>Logged Date</u>
Validated		01/04/2026 15:10:29
Enquiry Updated	Hello HOC Please can you send an obstruction notice to a property called [REDACTED] They have placed carpets and bricks on the highway verge. Thanks [REDACTED]	01/04/2026 14:47:33
Enquiry Raised		01/04/2026 14:42:32

Enquiry No. 21912237 **Enquiry Date:** 27/08/2026 10:47:27 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Middle left Location of pothole : Beyond the edge of the road - near Fern Lea **Description:** Pothole deeper than 4cm? No Pothole wider than 30cm? Yes

Relevant

<u>Eng Status Name</u>	<u>Status Notes</u>	<u>Logged Date</u>
No Maintenance Work Required	Does not meet hsim safety criteria	28/08/2026 11:41:28
Enquiry Updated	Does not meet hsim safety criteria will monitor via regular inspections	28/08/2026 11:11:26
Site Visit Required		27/08/2026 12:04:41
Validated	Passed to AHE - does not meet HOC Urgent Criteria	27/08/2026 11:34:58
Enquiry Raised		27/08/2026 10:47:27

Enquiry and Status History Report

Page 4 of 64

Enquiry No. 21910706 **Enquiry Date:** 18/08/2026 10:56:16 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Dockenfield street near A325 junction and Alice Holt entrance

Description: These 2 potholes have been waiting to be fixed for months. They are dangerously ass cover 2/3 of the road and cars are swerving and driving in the wrong lanes at speed to avoid them. They have had circles around them for months. Please can you fix them asap.

Please
Select

Please
Select

Relevant

Yes

No

Enq Status Name

Status Notes

Logged Date

Works Passed to Contractor Job 22403201 - H EW From Client

08/09/2026
16:02:29

Works Passed to Contractor

18/08/2026
13:00:04

Validated

18/08/2026
13:00:03

Validated

18/08/2026
11:14:32

Enquiry Raised

18/08/2026
10:56:17

Enquiry No. 21910055 **Enquiry Date:** 14/08/2026 09:17:11 **Service:** Highway Management

Subject: Overgrown Hedges/Veg (3rd F

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: DOCKENFIELD ROAD

Description: Vegetation category: Hedge blocking footpath or road Overgrown hedging impeding road which is already thin causing cars to have to swerve out into opposite lane. Visibility in opposite direction is already poor.

Relevant

Yes

No

Enq Status Name

Status Notes

Logged Date

Letter Required Hello HOC Please start the S154 process for the landowner at this location. Hedge is overgrown and obstructing carriageway users by restricting the width of the road at this location. Photos and location plan attached. Thanks [REDACTED]

18/09/2026
08:27:25

Letter Required Good morning please could a location plan be attached and the photos for the letter labelled - thank you in advance

16/09/2026
10:46:26

Enquiry Raised Subject changed from Highway Defect / Overgrown hedge blocking footp (HDEF/HEDD) to Highway Management / Overgrown Hedges/Veg (3rd Pty) (HWAY/OVEG) . Hi HOC/Local Office this appears to a private boundary hedge isn't it? I presume a S154(1) to the landowner should suffice shouldn't it? cheers. env9cc.

18/08/2026
16:46:15

Enquiry Updated Hi HOC/Local Office this appears to a private boundary hedge isn't it? I presume a S154(1) to the landowner should suffice shouldn't it? cheers. env9cc.

18/08/2026
13:19:25

Enquiry and Status History Report

Page 5 of 64

Enquiry No. 21910055 **Enquiry Date:** 14/08/2026 09:17:11 **Service:** Highway Management

Subject: Overgrown Hedges/Veg (3rd F

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: DOCKENFIELD ROAD

Description: Vegetation category: Hedge blocking footpath or road Overgrown hedging impeding road which is already thin causing cars to have to swerve out into opposite lane. Visibility in opposite direction is already poor.

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Enquiry Updated	Hello Arb Please can you inspect this area when next in the area. Some self seeded trees some mature some young at this location within the highway. Vegetation going from and around them and encroaching on the carriageway. Some trees don't look to be in the best condition either. Thanks [REDACTED]	18/08/2026 13:06:16
Enquiry Updated	Need to check again where the vegetation is growing from	14/08/2026 14:48:19
Enquiry Updated	Check Smartmaps for highway boundary and if needed landreg	14/08/2026 11:16:53
Validated		14/08/2026 10:27:00
Enquiry Raised		14/08/2026 09:17:11

Enquiry No. 21904877 **Enquiry Date:** 15/07/2026 16:49:48 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Middle of road Location of pothole : Beyond the edge of the road

Description: Pothole deeper than 4cm? No Pothole wider than 30cm? No

No

Relevant

Yes

No

No

Enq Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22406881 - C Job Received	05/10/2026 10:00:30
Works Passed to Contractor	Job 22406881 - C Job Received - Linked to claim 21917052 (claimant/customer may differ)	25/09/2026 11:05:55
Works Passed to Contractor	Job 22406881 - C Job Received	16/07/2026 15:37:49
Works Passed to Contractor	Job 22406881 - X Job Committed	16/07/2026 15:14:55
Work Raised	Job 22406881 - X Job Raised	16/07/2026 12:50:16

Enquiry and Status History Report

Page 6 of 64

Enquiry No. 21904877 **Enquiry Date:** 15/07/2026 16:49:48 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07

Location: Middle of road Location of pothole : Beyond the edge of the road **Description:** Pothole deeper than 4cm? No Pothole wider than 30cm? No No

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Validated		16/07/2026 12:50:14
Validated	passed to AHE	16/07/2026 11:01:20
Enquiry Raised		15/07/2026 16:49:48

Enquiry No. 21902267 **Enquiry Date:** 02/07/2026 09:29:27 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07

Location: Dual pothole across the left hand lane (if travelling southbound). Caused bicycle crash and personal injury. Location of pothole : Within the painted centre lines **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes Yes

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22403201 - H EW From Client	08/09/2026 16:02:29
Works Passed to Contractor		16/07/2026 15:11:24
Works Passed to Contractor	Job 22403201 - X Comp. (Variation) Committed	16/07/2026 15:10:23
Works Passed to Contractor	Job 22403201 - H EW From Client	02/07/2026 15:32:26
Enquiry Updated		02/07/2026 15:32:24
Enquiry Updated	V.O to be done on job to change to 8m2. 1m x 3m and 2.5m x 2m	02/07/2026 12:33:21
Validated	Assigned to AHE - Looks to relate to job 22403201	02/07/2026 10:11:33

Enquiry and Status History Report

Page 7 of 64

Enquiry No. 21902267	Enquiry Date: 02/07/2026 09:29:27	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Dual pothole across the left hand lane (if travelling southbound). Caused bicycle crash and personal injury. Location of pothole : Within the painted centre lines	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No		Yes Yes	

Enq Status Name	Status Notes	Logged Date
Enquiry Raised		02/07/2026 09:29:28

Enquiry No. 21901198	Enquiry Date: 26/06/2026 15:10:45	Service: Highway Management	Subject: Overgrown Hedges/Veg (3rd F
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: DOCKENFIELD ROAD	Description: Vegetation category: Other vegetation issue Other vegetation issue details: Trees are overhanging round the perimeter of Alice Holt forest damaging mirrors and paint work severely restricting carriage way. The whole of Alice Holt forest boundaries need attention		
Relevant Yes No			

Enq Status Name	Status Notes	Logged Date
Third party hedge	Original enquiry: A site inspection has been undertaken and action to cut back the encroaching vegetation is required. Action will now be sought through a formal hedge cutting process. LE 7200021	01/09/2026 13:44:47
Enquiry Raised	Subject changed from Highway Defect / Other vegetation issue (HDEF/VEGO) to Highway Management / Overgrown Hedges/Veg (3rd Pty) (HWAY/OVEG) . Hello HOC S154 to be sent to landowner which I believe is Forestry England. Hedge is obstructing the carriageway and signs. Please specify that the hedge needs to be cut back at least 0.5m from the edge of the carriageway and cut so it is vertically straight. Location plan and photos attached. Please use the photos from the 12th August. Thanks [REDACTED]	12/08/2026 14:06:20
Letter Required	Hello HOC S154 to be sent to landowner which I believe is Forestry England. Hedge is obstructing the carriageway and signs. Please specify that the hedge needs to be cut back at least 0.5m from the edge of the carriageway and cut so it is vertically straight. Location plan and photos attached. Please use the photos from the 12th August. Thanks [REDACTED]	12/08/2026 13:18:42
Enquiry Updated	Happy for a S154 notice to be served to have this cut back from the highway. Lets make sure we say it should be cut back at least 0.5 metres from the road edge and cut so it is vertically straight. [REDACTED] 12/08/2026	12/08/2026 12:48:42
Enquiry Updated	Hello [REDACTED] Permission to send S154 to landowner which in this case is Forestry England. Previously spoke to [REDACTED] about this but since then there has been further growth and is now encroaching into the carriageway and also obstructing signs. New photos attached and previous location plan can be used. Thanks [REDACTED]	12/08/2026 11:34:44
Validated	Decision: (BAU) If BAU - reason for decision: Already aware and will reinspect Decision made by (Confirm ID): [REDACTED] Any other relevant info:	11/08/2026 15:30:14

Enquiry and Status History Report

Page 8 of 64

Enquiry No. 21901198 **Enquiry Date:** 26/06/2026 15:10:45 **Service:** Highway Management

Subject: Overgrown Hedges/Veg (3rd F

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: DOCKENFIELD ROAD

Description: Vegetation category: Other vegetation issue Other vegetation issue details: Trees are overhanging round the perimeter of Alice Holt forest damaging mirrors and paint work severely restricting carriage way. The whole of Alice Holt forest boundaries need attention

Relevant
Yes
No

Enq Status Name	Status Notes	Logged Date
Enquiry Updated	Enquiry added to Emergency Teams Channel	11/08/2026 15:15:51
Enquiry Updated	I have been forced to off road by van avoiding bushes road signs are buried and not visible to motorists. There are no sight lines for cars leaving Abbots Wood enclosure . Further down Dockenfield Rd there is a crossing where pedestrians and cyclists cross no line of sight . I think HCC must contact Forestry England as this is an health and safety issue. Please act as someone will be injured. CUST COMMENT REASON I want to provide additional information to support my enquiry - Customer comments noted added to urgent channel as reported being off roaded & sight line issues	11/08/2026 15:15:41
CUST Re-opened - comment added	I have been forced to off road by van avoiding bushes road signs are buried and not visible to motorists. There are no sight lines for cars leaving Abbots Wood enclosure . Further down Dockenfield Rd there is a crossing where pedestrians and cyclists cross no line of sight . I think HCC must contact Forestry England as this is an health and safety issue. Please act as someone will be injured. CUST COMMENT REASON I want to provide additional information to support my enquiry	11/08/2026 14:47:43
No Maintenance Work Required	After discussion with [REDACTED] no carriageway incursion. This will continue to be monitored on routine safety inspections by the highways inspection team	29/06/2026 15:57:24
Enquiry Updated	S154 to be sent with [REDACTED] approval	29/06/2026 11:33:32
Validated	Assigned to AHE	26/06/2026 16:23:06
Enquiry Raised		26/06/2026 15:10:45

Enquiry and Status History Report

Page 9 of 64

Enquiry No. 21900261 **Enquiry Date:** 22/06/2026 09:58:54 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: More potholes and huge lump in road

Description: There are potholes again at the junction of The Street Dockenfield and High Thicket Road. The problem persists as it is a much used junction and we are now having to drive on the wrong side of the road to avoid the massive hump that was put in a while ago and the potholes. Could the whole area be repaired to avoid your constantly having to come out.

Please
Select

Please
Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22400820 - C Contractor Completed	11/09/2026 14:10:09
Works Started	Job 22400820 - C Contractor Started	11/09/2026 13:32:20
Works Passed to Contractor	Job 22400820 - C Job Received	23/06/2026 08:39:14
Validated	Passed to AHE	22/06/2026 16:37:07
Enquiry Raised		22/06/2026 09:58:56

Enquiry No. 21895061 **Enquiry Date:** 28/05/2026 14:50:22 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: 0.4m x 0.4 m pot hole in middle of the road

Description: The state of this junction has been dreadful since January this year and before but it has only been marked up in the last 4 - 6 weeks and still nothing has been done

Please
Select

Please
Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22403192 - C Contractor Completed	28/05/2026 15:46:15
Validated	assigned to ahe	28/05/2026 15:19:58
Enquiry Raised		28/05/2026 14:50:24

Enquiry and Status History Report

Page 10 of 64

Enquiry No. 21894137 **Enquiry Date:** 21/05/2026 14:21:24 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: 3 potholes between the byway and entrance to Alice Holt Forest in the left lane. 2 you can see the stones in the bottom of the hole the other one still has tarmac. Location of pothole : Beyond the edge of the road

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant

Yes

No

Yes

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22403201 - H EW From Client	08/09/2026 16:02:29
Works Passed to Contractor		16/07/2026 15:11:24
Works Passed to Contractor	Job 22403201 - X Comp. (Variation) Committed	16/07/2026 15:10:23
Works Passed to Contractor	Job 22403201 - H EW From Client	02/07/2026 15:30:48
Works Passed to Contractor	Job 22403201 - X Comp. (Variation) Committed	02/07/2026 15:30:06
Works Passed to Contractor	Job 22403201 - C Job Received	28/05/2026 09:48:01
Works Passed to Contractor	Job 22403201 - X Job Committed	28/05/2026 09:22:00
Works Passed to Contractor		27/05/2026 15:25:06
Work Raised	Job 22403201 - H Job Ready to Commit	27/05/2026 15:23:48
Work Raised	Job 22403201 - X Job Raised	27/05/2026 10:32:22
Validated	Passing to [REDACTED]	21/05/2026 15:57:40
Validated	Passed to AHE	21/05/2026 15:21:51
Enquiry Raised		21/05/2026 14:21:24

Enquiry and Status History Report

Page 11 of 64

Enquiry No. 21894135 **Enquiry Date:** 21/05/2026 14:17:21 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Between the byway gate and the entrance to Alice Holt Forest in the left hand lane. There are 3 pot

Yes

Relevant
☐ Yes
☐ No
 holes they have been slowly getting bigger. 2 you can see stones in the bottom the other is elongated but tarmac still Location of pothole : Beyond the edge of the road

Yes

Enq Status Name

Status Notes

Logged Date

Works Passed to Contractor Job 22403201 - H EW From Client

08/09/2026
16:02:29

Works Passed to Contractor Job 22403201 - X Comp. (Variation) Committed

16/07/2026
15:11:23

Works Passed to Contractor Job 22403201 - H EW From Client

16/07/2026
15:10:23

Works Passed to Contractor Job 22403201 - X Comp. (Variation) Committed

02/07/2026
15:30:48

Works Passed to Contractor Job 22403201 - C Job Received

02/07/2026
15:30:06

Works Passed to Contractor Job 22403201 - X Job Committed

28/05/2026
09:48:01

Works Passed to Contractor Job 22403201 - H Job Ready to Commit

28/05/2026
09:22:00

Validated Passing to [REDACTED]

27/05/2026
15:25:42

Validated assigned to ahe

21/05/2026
16:42:12

Enquiry Raised 21/05/2026
16:38:45
14:17:21

Enquiry and Status History Report

Page 12 of 64

Enquiry No. 21889027 **Enquiry Date:** 24/04/2026 12:10:19 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: 10 inch pot hole

Description: This pot hol has been here for months and is getting really bad as you turn on the junction from high thicket lane to the street

Please
Select

Please
Select

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22400820 - C Contractor Completed	11/09/2026 14:10:09
Works Started	Job 22400820 - C Contractor Started	11/09/2026 13:32:20
Works Passed to Contractor	Job 22400820 has been raised to cover these defects.	20/07/2026 08:00:13
Enquiry Updated	Passing to ahe	19/07/2026 19:57:29
CUST Comment added	Still a hole in the road not fixed properly	18/07/2026 16:02:25
CUST Comment added		18/07/2026 12:35:02
Works Passed to Contractor	Job 22400820 has been raised to cover these defects.	22/06/2026 09:05:45
CUST Comment added	It really needs fixing!	20/06/2026 12:28:09
Works Passed to Contractor	Job 22400820 has been raised to cover these defects.	19/06/2026 13:47:53
CUST Comment added	It really needs fixing!	19/06/2026 13:43:14
Works Passed to Contractor	Emergency raised to infil defect 22403192	27/05/2026 11:21:56
Enquiry Updated	Job 22400820 already raised that covers this defect. Please reinspect to see if defect has deteriorated.	22/05/2026 13:55:49
CUST Comment added	Please fix it as it's getting deeper and more dangerous with others now appearing round it!!	22/05/2026 13:01:50
Works Passed to Contractor	Job 22400820 - C Job Received	28/04/2026 08:44:34
Works Passed to Contractor	Job 22400820 - X Job Committed	28/04/2026 08:12:40
Work Raised	Job 22400820 - X Job Raised	27/04/2026 10:54:25
Validated		27/04/2026 10:54:23
Validated	Decision: (BAU) If BAU - reason for decision: BAU low speed road Decision made by (Confirm ID): Any other relevant info: As advised via north channel	24/04/2026 13:14:36

Enquiry and Status History Report

Page 13 of 64

Enquiry No. 21889027 **Enquiry Date:** 24/04/2026 12:10:19 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: 10 inch pot hole

Description: This pot hol has been here for months and is getting really bad as you turn on the junction from high thicket lane to the street

Please
Select

Please
Select

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Enquiry Raised	Enquiry added to Emergency Teams Channel	24/04/2026 12:48:32
Enquiry Raised		24/04/2026 12:10:21

Enquiry No. 21884775 **Enquiry Date:** 01/04/2026 13:17:52 **Service:** Highway Defect

Subject: Carriageway Other Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Drain cover off on edge of road

Description: Road issue type: Other Other road issue details: Drain cover off on edge of road On corner

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22399819 - C Accept client EW	11/08/2026 20:29:58
Works Passed to Contractor	Job 22399819 - H EW From Client	07/07/2026 08:48:50
Works Passed to Contractor	Job 22399819 - C Job Received	15/04/2026 16:37:22
Works Passed to Contractor	Job 22399819 - X Comp. (Variation) Committed	15/04/2026 16:07:47
Works Passed to Contractor	Job 22399819 - X Job Committed	15/04/2026 16:04:51
Work Raised	Job 22399819 - X Job Raised	15/04/2026 15:30:37
Enquiry Updated		15/04/2026 15:30:36
Enquiry Updated	Emergency job 22398539 raises for barriers around broken manhole	01/04/2026 14:44:10
Validated – Emergency	Decision: (Emergency) If BAU - reason for decision: N/A Decision made by (Confirm ID): Any other relevant info: Called and assigned as urgent	01/04/2026 13:53:31

Enquiry and Status History Report

Page 14 of 64

Enquiry No. 21884775 **Enquiry Date:** 01/04/2026 13:17:52 **Service:** Highway Defect **Subject:** Carriageway Other Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: ;Drain cover off on edge of road **Description:** Road issue type: Other Other road issue details: Drain cover off on edge of road On corner

Relevant
Yes
No

<u>Eng Status Name</u>	<u>Status Notes</u>	<u>Logged Date</u>
Enquiry Raised	Enquiry added to Emergency Teams Channel	01/04/2026 13:46:16
Enquiry Raised		01/04/2026 13:17:52

Enquiry No. 21870827 **Enquiry Date:** 17/02/2026 14:49:37 **Service:** Highway Defect **Subject:** Carriageway Other Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: ;Along Dockenfield Road from the entrance to Alice Holt Forest ///aspect.optimally.sizes to ///outbound.liability.zest (possibly further along) **Description:** Road issue type: Other Other road issue details: Cars parking along side of Dockenfield Road due to Alice Holt Forest car park being full. There are double yellow lines immediately around the entrance to Alice Holt Forest but the cars were parking along the road beyond this leaving the road partially blocked for a long stretch which could cause access issues for emergency vehicles.

Relevant
Yes
No

<u>Eng Status Name</u>	<u>Status Notes</u>	<u>Logged Date</u>
Enquiry Resolved	Closed - Email sent to customer	18/02/2026 09:36:34
Enquiry Raised		17/02/2026 14:49:38

Enquiry and Status History Report

Page 15 of 64

Enquiry No. 21866862 **Enquiry Date:** 10/02/2026 20:07:51 **Service:** Highway Defect **Subject:** CWay Pothole F&F (SH)
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Incredibly deep hole parallel to junction **Description:** The depth of pot holed is so severe the car felt like it could tip over! So very dangerous at night as the roads there are not lit so hole unavoidable.

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22391594 - C Contractor Completed	03/03/2026 14:35:46
Works Started	Job 22391594 - C Contractor Started	03/03/2026 14:35:45
Works Passed to Contractor	Job 22391594 - C Job Received	12/02/2026 10:19:24
Enquiry Updated	Passing to [REDACTED]	12/02/2026 09:48:43
Works Passed to Contractor	Job 22391594 - X Job Committed	12/02/2026 09:48:19
Works Passed to Contractor		12/02/2026 09:48:18
Work Raised	Job 22391594 - X Job Raised	12/02/2026 09:48:17
Works Passed to Contractor	Works Order SH2526 / 31002519 created.	12/02/2026 09:48:17
Enquiry Updated	Subject changed from Highway Defect / Carriageway Pothole Defect (HDEF/CGWP) to Highway Defect / CWay Pothole F&F (SH) (HDEF/CPSH) . Likely covered by Job 22390371	12/02/2026 09:48:16
Validated	Likely covered by Job 22390371	11/02/2026 16:40:18
Validated		11/02/2026 16:40:14
Enquiry Raised	Likely covered by Job 22390371	11/02/2026 09:36:00
Enquiry Raised		10/02/2026 20:07:52

Enquiry and Status History Report

Page 16 of 64

Enquiry No. 21866855	Enquiry Date: 10/02/2026 19:54:41	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Deep pot hole in the road as you turn into / out of Alice Holt Forest visitor attraction. Large stones are coming out of the whole. Location of pothole : Beyond the edge of the road	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes	Yes	
Relevant Yes No		Yes	

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22391879 - C Contractor Completed	15/04/2026 16:06:45
Works Started	Job 22391879 - C Contractor Started	15/04/2026 13:00:04
Works Passed to Contractor	Job 22391879 - C Job Received	16/02/2026 13:51:15
Works Passed to Contractor	Job 22391879 - X Job Committed	16/02/2026 13:19:14
Works Passed to Contractor		13/02/2026 21:25:23
Work Raised	Job 22391879 - H Job Ready to Commit	13/02/2026 15:51:04
Work Raised	Job 22391879 - X Job Raised	13/02/2026 09:27:49
Enquiry Updated	Passing to [REDACTED]	12/02/2026 09:47:52
Validated	Passed to AHE	11/02/2026 15:33:51
Enquiry Raised		10/02/2026 19:54:41

Enquiry No. 21865169	Enquiry Date: 08/02/2026 17:45:40	Service: Highway Defect	Subject: CWay Pothole F&F (SH)
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: on the main road near the garage and up to the alic holt crossing. there 10-15 potholes which are really bad. we have an accident a few backs and i noticed last year some were done but have already deteriorated. Location of pothole : Near road edge next to verge	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes	Yes	
Relevant Yes No		Yes	

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 7022928 - C Contractor Completed	03/03/2026 12:05:45

Enquiry and Status History Report

Page 17 of 64

Enquiry No. 21865169	Enquiry Date: 08/02/2026 17:45:40	Service: Highway Defect	Subject: CWay Pothole F&F (SH)
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: on the main road near the garage and up to the alicie holt crossing. there 10-15 potholes which are really bad. we have an accident a few backs and i noticed last year some were done but have already deteriorated. Location of pothole : Near road edge next to verge	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No			Yes
			Yes

Eng Status Name	Status Notes	Logged Date
Works Started	Job 7022928 - C Contractor Started	03/03/2026 12:05:44
Works Passed to Contractor	Job 7022928 - C Job Received	10/02/2026 13:09:14
Works Passed to Contractor	Job 7022928 - X Job Committed	10/02/2026 12:33:48
Works Passed to Contractor	Works Order SH2526 / 70000013 created.	10/02/2026 12:33:46
Work Raised	Job 7022928 - X Job Raised	10/02/2026 12:33:46
Enquiry Updated	Subject changed from Highway Defect / Carriageway Pothole Defect (HDEF/CGWP) to Highway Defect / CWay Pothole F&F (SH) (HDEF/CPSH) . passed to ahe	10/02/2026 12:33:45
Validated	passed to ahe	09/02/2026 10:01:46
Enquiry Raised		08/02/2026 17:45:40

Enquiry No. 21861886	Enquiry Date: 03/02/2026 16:52:54	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Numerous potholes getting deeper day by day	Description: These potholes have been here for 2 months now and are getting deeper by the day. It is near impossible to drive round one without catching another. Please resolve.		
Relevant Yes No			Please Select
			Please Select

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22390371 - C Contractor Completed	12/02/2026 12:03:29
Works Started	Job 22390371 - C Contractor Started	12/02/2026 11:52:25

Enquiry and Status History Report

Enquiry No. 21861886

Enquiry Date: 03/02/2026 16:52:54

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: Numerous potholes getting deeper day by day

Description: These potholes have been here for 2 months now and are getting deeper by the day. It is near impossible to drive round one without catching another. Please resolve.

Please Select

Please Select

DOCKENFIELD ROAD

76C84 AL 07

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22390371 - C Job Received	06/02/2026 11:50:13
Works Passed to Contractor		06/02/2026 11:43:38
Works Passed to Contractor		06/02/2026 11:38:06
Works Passed to Contractor		06/02/2026 11:31:27
Works Passed to Contractor		06/02/2026 11:24:42
Works Passed to Contractor		06/02/2026 11:18:26
Works Passed to Contractor		06/02/2026 11:12:41
Works Passed to Contractor		06/02/2026 11:06:45
Works Passed to Contractor	Job 22390371 - X Job Committed	06/02/2026 10:41:12
Validated		05/02/2026 14:22:05
Enquiry Updated	Passing to	04/02/2026 17:18:18
Validated	Passed to AHE	04/02/2026 14:15:16
Enquiry Raised		03/02/2026 16:52:56

Enquiry and Status History Report

Page 19 of 64

Enquiry No. 21857455 **Enquiry Date:** 27/01/2026 12:29:50 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Right on the the junction of High Thicket Road and The Street - there are numerous holes at this site

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Location of pothole : Anywhere else on the road

Yes

Relevant

Yes

No

<u>Eng Status Name</u>	<u>Status Notes</u>	<u>Logged Date</u>
Works Completed	Job 22390371 - C Contractor Completed	12/02/2026 12:03:29
Works Started	Job 22390371 - C Contractor Started	12/02/2026 11:52:25
Works Passed to Contractor	Job 22390371 - C Job Received	06/02/2026 11:50:13
Works Passed to Contractor		06/02/2026 11:43:38
Works Passed to Contractor		06/02/2026 11:38:06
Works Passed to Contractor		06/02/2026 11:31:27
Works Passed to Contractor		06/02/2026 11:24:42
Works Passed to Contractor		06/02/2026 11:18:26
Works Passed to Contractor		06/02/2026 11:12:41
Works Passed to Contractor		06/02/2026 11:06:45
Works Passed to Contractor	Job 22390371 - X Job Committed	06/02/2026 10:40:01
Validated		05/02/2026 14:28:01
Enquiry Updated	Passing to [REDACTED]	04/02/2026 17:18:40
Validated	Possible duplicate of 21861886 Passedto AHE	04/02/2026 14:15:41
Validated		28/01/2026 12:48:09
Enquiry Raised		27/01/2026 12:29:50

Enquiry and Status History Report

Page 20 of 64

Enquiry No. 21856827 **Enquiry Date:** 26/01/2026 18:04:02 **Service:** Highway Defect

Subject: CWay Pothole F&F (SH)

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: There are several deep potholes at the junction making turning incredibly difficult and dangerous.

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

There are also numerous potholes further up the road on Dockenfield Road which have been there for quite some time now. Please fix this asap
Location of pothole : Anywhere else on the road

Yes

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22390371 - C Contractor Completed	12/02/2026 12:03:29
Works Started	Job 22390371 - C Contractor Started	12/02/2026 11:52:25
Works Passed to Contractor	Job 22390371 - C Job Received	06/02/2026 11:50:13
Works Passed to Contractor		06/02/2026 11:43:38
Works Passed to Contractor		06/02/2026 11:38:06
Works Passed to Contractor		06/02/2026 11:31:27
Works Passed to Contractor		06/02/2026 11:24:42
Works Passed to Contractor		06/02/2026 11:18:26
Works Passed to Contractor		06/02/2026 11:12:41
Works Passed to Contractor		06/02/2026 11:06:45
Works Passed to Contractor	Job 22390371 - X Job Committed	06/02/2026 10:38:51
Works Passed to Contractor		06/02/2026 10:38:50
Work Raised	Job 22390371 - X Job Raised	06/02/2026 10:38:48
Works Passed to Contractor	Works Order SH2526 / 31002386 created.	06/02/2026 10:38:47
Enquiry Updated	Subject changed from Highway Defect / Carriageway Pothole Defect (HDEF/CGWP) to Highway Defect / CWay Pothole F&F (SH) (HDEF/CPSH) .	06/02/2026 10:38:46
Validated		05/02/2026 14:21:59
Enquiry Updated	Passing to [REDACTED]	04/02/2026 17:17:27
Validated	couldnt locate any jobs and on boarder location might need checking to see if HCC	28/01/2026 12:24:34

Enquiry and Status History Report

Page 21 of 64

Enquiry No. 21856827 **Enquiry Date:** 26/01/2026 18:04:02 **Service:** Highway Defect **Subject:** CWay Pothole F&F (SH)

Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07

Location: There are several deep potholes at the junction making turning incredibly difficult and dangerous. **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes Yes

Relevant There are also numerous potholes further up the road on Dockenfield Road which have been there for quite some time now. Please fix this asap Yes
Location of pothole : Anywhere else on the road Yes

Eng Status Name	Status Notes	Logged Date
Enquiry Raised		26/01/2026 18:04:02

Enquiry No. 21854022 **Enquiry Date:** 21/01/2026 17:00:08 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07

Location: Turning right out of The Street pothole in turning + acceleration line to get up hill. **Description:** Getting bigger. Has been fixed before but filling just washed away previously. Please Select

Relevant Please Select
No Please Select

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22390371 - C Contractor Completed	12/02/2026 12:03:29
Works Started	Job 22390371 - C Contractor Started	12/02/2026 11:52:25
Works Passed to Contractor	Job 22390371 - C Job Received	06/02/2026 11:50:13
Works Passed to Contractor		06/02/2026 11:43:38
Works Passed to Contractor		06/02/2026 11:38:06
Works Passed to Contractor		06/02/2026 11:31:27
Works Passed to Contractor		06/02/2026 11:24:42
Works Passed to Contractor		06/02/2026 11:18:26
Works Passed to Contractor		06/02/2026 11:12:41
Works Passed to Contractor		06/02/2026 11:06:45

Enquiry and Status History Report

Page 22 of 64

Enquiry No. 21854022 **Enquiry Date:** 21/01/2026 17:00:08 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Turning right out of The Street pothole in turning + **Description:** Getting bigger. Has been fixed before but filling just washed away previously.
 acceleration line to get up hill.

Please
Select
Please
Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22390371 - X Job Committed	06/02/2026 10:42:11
Validated		05/02/2026 14:21:51
Enquiry Updated	Passing to [REDACTED]	04/02/2026 17:17:55
Validated	Decision: (BAU) If BAU - reason for decision: Job raised Decision made by (Confirm ID): [REDACTED] Any other relevant info: Assigned to [REDACTED] as BAU	22/01/2026 11:29:56
Enquiry Raised	Enquiry added to Emergency Teams Channel [REDACTED]	22/01/2026 11:22:40
Enquiry Raised		21/01/2026 17:00:11

Enquiry No. 21851724 **Enquiry Date:** 17/01/2026 21:44:54 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Pot hole on left just up from Three Ways junction about 12 inches and increasing in width and depth on the line of traffic Location of pothole : Within the painted centre lines **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes
Yes

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Job 22383016 - C Job Received	20/01/2026 11:11:09
Validated	Decision: (BAU) If BAU - reason for decision: Link to 22383016 Decision made by (Confirm ID) [REDACTED] Any other relevant info:	20/01/2026 11:09:52
Enquiry Raised	Enquiry added to Emergency Teams Channel	20/01/2026 10:27:13

Enquiry and Status History Report

Page 23 of 64

Enquiry No. 21851724	Enquiry Date: 17/01/2026 21:44:54	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Pot hole on left just up from Three Ways junction about 12 inches and increasing in width and depth on the line of traffic Location of pothole : Within the painted centre lines	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No			Yes
			Yes

Eng Status Name	Status Notes	Logged Date
Enquiry Raised		17/01/2026 21:44:54

Enquiry No. 21850980	Enquiry Date: 16/01/2026 14:44:10	Service: Highway Claim (HOC)	Subject: Non-Injury
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: INCIDENT DETAILS: Nearest reference point: Grid of pothole: SU 81628 40807 Travelling from: Wrecklesham Travelling to: Headley	Description: INCIDENT DETAILS: Incident date: 29/12/2025 Incident time: 20:15 Details of incident: I was driving along the road when my car hit a deep unmarked pothole. My nearside front went into the hole and was damaged. Weather conditions: Dry Route travelled before: Yes Speed of travel: 40 Any road works or restrictions: No DEFECT DETAILS: Defect description: A pothole measuring 38 inches wide 54 inches long and 5.5 inches deep. Prior awareness of defect: No Issue reported: Yes Date reported: 02/01/2026 Reference number: 21845221 Issue resolved: Dont know Date resolved:		
Relevant Yes No			

Eng Status Name	Status Notes	Logged Date
Enquiry Resolved	Liability decision received	25/02/2026 10:41:44
With Legal Team (Closed)	completed	21/02/2026 12:00:07
With Legal Team (Closed)	legal query received - corrupt reports	19/02/2026 14:19:16
With Legal Team (Closed)	Legal acknowledgement received	09/02/2026 12:59:44
With Legal Team (Outstanding)	Sent to legal	07/02/2026 10:41:31
With Legal Team (Outstanding)		07/02/2026 10:28:11
Claim Under Investigation	blank S711 attached	21/01/2026 11:35:25
Claim Under Investigation	Auto acknowledgement sent to claimant	21/01/2026 10:55:55
Claims - AUTO EMAIL GENERATED!		21/01/2026 10:55:14
Claim Under Investigation	Relates to defect enquiry 21845221	21/01/2026 10:50:29

Enquiry and Status History Report

Page 24 of 64

Enquiry No. 21850980 **Enquiry Date:** 16/01/2026 14:44:10 **Service:** Highway Claim (HOC)

Subject: Non-Injury

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: INCIDENT DETAILS: Nearest reference point:
Grid of pothole: SU 81628 40807 Travelling from:
Wrecklesham Travelling to: Headley

Description: INCIDENT DETAILS: Incident date: 29/12/2025 Incident time: 20:15 Details of incident: I was driving along the road when my car hit a deep unmarked pothole. My nearside front went into the hole and was damaged.
Weather conditions: Dry Route travelled before: Yes Speed of travel: 40 Any road works or restrictions: No
DEFECT DETAILS: Defect description: A pothole measuring 38 inches wide 54 inches long and 5.5 inches deep. Prior awareness of defect: No Issue reported: Yes Date reported: 02/01/2026 Reference number: 21845221 Issue resolved: Dont know Date resolved:

Relevant

Yes

No

Enq Status Name

Status Notes

Logged Date

Claim Under Investigation

21/01/2026
10:48:36

Enquiry Raised

Please see previous comment.

21/01/2026
07:34:38

CUST Comment added

Added photos due to website crashing when attempting to upload them with original form.
CUST COMMENT REASON I want to provide additional information to support my enquiry

20/01/2026
19:31:33

Enquiry Raised

16/01/2026
14:44:10

Enquiry No. 21849925 **Enquiry Date:** 15/01/2026 10:35:41 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Huge pothole thats been there for several weeks now has caused some real damage to cars now with some reporting burst tyres. please fix this asap
Location of pothole : Anywhere else on the road

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant

Yes

No

Yes

Enq Status Name

Status Notes

Logged Date

Works Passed to Contractor

23/01/2026
10:42:29

Validated

22/01/2026
08:07:04

Validated

May be covered by Job 22383016

20/01/2026
09:14:01

Validated

15/01/2026
12:15:04

Enquiry Raised

15/01/2026
10:35:41

Enquiry and Status History Report

Page 25 of 64

Enquiry No. 21847998 **Enquiry Date:** 12/01/2026 08:59:58 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Substantial pothole will burst a tyre

Description: Substantial pothole will burst a tyre

Please
Select

Please
Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Job 22383016 - C Job Received	12/01/2026 14:10:28
Validated	Passed to AHE	12/01/2026 11:52:56
Enquiry Raised		12/01/2026 09:00:00

Enquiry No. 21846497 **Enquiry Date:** 07/01/2026 19:01:04 **Service:** Highway Claim (HOC)

Subject: Non-Injury

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: INCIDENT DETAILS: Nearest reference point: What3words: workshops.decking.conforms Travelling from: Farnham Travelling to: Dockenfield

Description: INCIDENT DETAILS: Incident date: 29/12/2025 Incident time: 08:15 Details of incident: I was driving along to first thing in the morning on 29 December. As I was driving I suddenly felt a huge thud/bump it was obvious what had happened and I had hit a pothole. A couple of seconds later I got a warning on my car thar my tyre pressure had dropped. I stopped and the tyre was fully flat. I managed to limp home. I went back later in car to take photos to report/claim for damage. A local lady said its been like this for ages. Weather conditions: Early morning winter grey Route travelled before: No Speed of travel: 30 Any road works or restrictions: No DEFECT DETAILS: Defect description: Pothole measuring 53 inches by 38 inches. I have photos if required and photos of the damage to my car. I reported this to HCC: https://www.fixmystreet.com/report/8602408 Prior awareness of defect: Yes Issue reported: No Date reported:

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Enquiry Resolved	Legal liability decision received	27/02/2026 16:22:26
With Legal Team (Closed)	Response sent to legal query job report was corrupted re-uploaded and informed legal	13/02/2026 11:54:59
With Legal Team (Closed)	legal query received and attached	13/02/2026 09:37:07
With Legal Team (Closed)	Legal acknowledgement received	09/02/2026 14:53:57
With Legal Team (Outstanding)	Sent to legal	07/02/2026 10:40:57
Claim Under Investigation	Blank S711 attached	14/01/2026 12:04:43

Enquiry and Status History Report

Page 26 of 64

Enquiry No. 21846497 **Enquiry Date:** 07/01/2026 19:01:04 **Service:** Highway Claim (HOC)

Subject: Non-Injury

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: INCIDENT DETAILS: Nearest reference point: What3words: workshops.decking.conforms Travelling from: Farnham Travelling to: Dockenfield

Description: INCIDENT DETAILS: Incident date: 29/12/2025 Incident time: 08:15 Details of incident: I was driving along to [REDACTED] first thing in the morning on 29 December. As I was driving I suddenly felt a huge thud/bump it was obvious what had happened and I had hit a pothole. A couple of seconds later I got a warning on my car thar my tyre pressure had dropped. I stopped and the tyre was fully flat. I managed to limp home. I went back later in [REDACTED] car to take photos to report/claim for damage. A local lady said its been like this for ages. Weather conditions: Early morning winter grey Route travelled before: No Speed of travel: 30 Any road works or restrictions: No DEFECT DETAILS: Defect description: Pothole measuring 53 inches by 38 inches. I have photos if required and photos of the damage to my car. I reported this to HCC: https://www.fixmystreet.com/report/8602408 Prior awareness of defect: Yes Issue reported: No Date reported:

Relevant

Yes

No

Eng Status Name

Status Notes

Logged Date

Claim Under Investigation

Claim came in mapped off of the carriageway but at the correct location claim re-mapped so it's on the carriageway

14/01/2026 11:59:23

Claim Under Investigation

Claim acknowledged

14/01/2026 11:58:05

Claim Under Investigation

14/01/2026 11:10:57

Claims - AUTO EMAIL GENERATED!

14/01/2026 11:08:17

Claim Under Investigation

Relates to defect enquiry 21844661

14/01/2026 11:03:01

Enquiry Raised

07/01/2026 19:01:04

Enquiry No. 21846148 **Enquiry Date:** 06/01/2026 18:26:49 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Location of pothole ; Near road edge next to verge **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant

Yes

No

Yes

Eng Status Name

Status Notes

Logged Date

Works Completed

Job 22383016 - C Contractor Completed

15/04/2026 16:37:19

Works Started

Job 22383016 - C Contractor Started

15/04/2026 16:06:44

Works Passed to Contractor

Customer comment noted 07/01 (works started today)

07/01/2026 14:46:50

CUST Re-opened - comment added

The pot holes is now at least 2 feet across and 6 inches deep. It is directly where cars drive ie where the wheels go so difficult to avoid and would cause damage if driven in to. Someone put a cone in the pot hole which gives an idea of how deep it is. CUST COMMENT REASON The issue I reported has got worse

07/01/2026 14:35:37

Enquiry and Status History Report

Page 27 of 64

Enquiry No. 21846148 **Enquiry Date:** 06/01/2026 18:26:49 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Location of pothole ; Near road edge next to verge **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant

Yes

No

Yes

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22383016 - C Job Received	07/01/2026 13:55:35
Enquiry Updated	Passing to [REDACTED] May be covered job existing job	07/01/2026 10:45:44
Validated	Assigned to AHE	07/01/2026 09:06:43
Enquiry Raised		06/01/2026 18:26:49

Enquiry No. 21845671 **Enquiry Date:** 05/01/2026 10:22:22 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Large deep pothole **Description:** On december 22 [REDACTED] was coming down Dockenfield road towards the street when she went through a pothole completely deflating the tyre and then involved having to be recovered to a garage overnight before having to get a new tyre. I have photos if the damaged tyre and receipt from garage etc.

Please Select

Relevant

Yes

No

Please Select

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Works passed to contractor under job 22383016	07/01/2026 13:58:20
Enquiry Updated	Passing to [REDACTED] May be covered job existing job	07/01/2026 10:46:07
Enquiry Updated	CLaim form sent to customer	05/01/2026 15:30:01
CUST Comment added	How do i claim back for this tyre attached are invoice and tyre damage CUST COMMENT	05/01/2026 14:32:07
CUST Comment added	REASON Other	05/01/2026 14:31:18

Enquiry and Status History Report

Page 28 of 64

Enquiry No. 21845671 **Enquiry Date:** 05/01/2026 10:22:22 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Large deep pothole

Description: On december 22 [REDACTED] was coming down Dockenfield road towards the street when she went through a pothole completely deflating the tyre and then involved having to be recovered to a garage overnight before having to get a new tyre. I have photos if the damaged tyre and receipt from garage etc.

Please
Select

Please
Select

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
CUST Comment added	How do i claim back for this tyre attached are invoice and tyre damage CUST COMMENT	05/01/2026 14:30:52
CUST Comment added		05/01/2026 14:30:16
CUST Comment added		05/01/2026 14:29:53
CUST Comment added	How do i claim for a new tyre which i had to pay for as the other was completely beyond repair i have the invoice from Volvo stating it was caused by the pothole and not wear and tear as the tyre was well within its legal limits. CUST COMMENT REASON Other	05/01/2026 14:24:26
CUST Comment added		05/01/2026 14:24:20
CUST Comment added		05/01/2026 14:24:14
CUST Comment added		05/01/2026 14:24:08
CUST Comment added		05/01/2026 14:24:03
CUST Comment added		05/01/2026 14:23:56
CUST Re-opened - comment added		05/01/2026 14:23:49
Works Passed to Contractor	Job 22383016 - C Job Received	05/01/2026 10:59:50
Validated	Decision: (BAU) If BAU - reason for decision: To Be linked to job 22383016 Decision made by (Confirm ID) [REDACTED] Any other relevant info: N/A	05/01/2026 10:59:33
Validated		05/01/2026 10:54:26
Enquiry Raised	Enquiry added to Emergency Teams Channel	05/01/2026 10:41:09

Enquiry and Status History Report

Page 29 of 64

Enquiry No. 21845671 **Enquiry Date:** 05/01/2026 10:22:22 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Large deep pothole

Description: On december 22 [REDACTED] was coming down Dockenfield road towards the street when she went through a pothole completely deflating the tyre and then involved having to be recovered to a garage overnight before having to get a new tyre. I have photos if the damaged tyre and receipt from garage etc.

Please
Select

Please
Select

Relevant
Yes
No

Eng Status Name

Status Notes

Logged Date

Enquiry Raised

05/01/2026
10:22:24

Enquiry No. 21845221 **Enquiry Date:** 02/01/2026 14:32:59 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Location of pothole ; Near road edge next to verge

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant
Yes
No

Yes

Eng Status Name

Status Notes

Logged Date

Works Completed

Job 22383016 - C Contractor Completed

15/04/2026
16:37:19

Works Started

Job 22383016 - C Contractor Started

15/04/2026
16:06:44

Works Passed to
Contractor

Relate to claim#21843965 and 21850980 (Not of claimant)

21/01/2026
10:50:14

Works Passed to
Contractor

Relate to claim#21843965 (Not of claimant)

05/01/2026
16:28:18

Works Passed to
Contractor

Job 22383016 - C Job Received

05/01/2026
10:44:46

Validated

Passed to AHE

02/01/2026
15:00:19

Enquiry Raised

02/01/2026
14:33:00

Enquiry and Status History Report

Page 30 of 64

Enquiry No. 21844661 **Enquiry Date:** 29/12/2025 16:17:21 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Huge pothole

Description: This pothole is so dangerous. I drove over it first thing this morning and it shredded the front tyre on my new car. I shall be claiming. It's disgraceful.

Please
Select

Please
Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor		28/01/2026 11:22:15
Enquiry Updated	This is dangerous. Must be worse a month on.	27/01/2026 08:26:25
CUST Comment added		26/01/2026 19:49:03
Works Passed to Contractor	Defect only linked to claim 21846497 (customer/claimant may differ)	14/01/2026 11:01:46
Works Passed to Contractor	Job 22383016 - C Job Received	30/12/2025 12:42:50
Enquiry Updated	Looking at the photo provided by the customer and the one added to job 22383016 no significant deterioration found. Not an emergency	29/12/2025 16:50:56
Validated – Emergency	Decision: (Emergency) If BAU - reason for decision: N/A Decision made by (Confirm ID): [REDACTED] OOH Any other relevant info: Job 22383016 may relate	29/12/2025 16:38:47
Enquiry Raised	Enquiry added to Emergency Teams Channel	29/12/2025 16:35:00
Enquiry Updated	(May be covered by Job 22383016)	29/12/2025 16:34:47
Enquiry Raised		29/12/2025 16:17:22

Enquiry and Status History Report

Page 31 of 64

Enquiry No. 21843965 **Enquiry Date:** 23/12/2025 15:10:04 **Service:** Highway Claim (HOC)

Subject: Non-Injury

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: INCIDENT DETAILS: Nearest reference point: Approx. 50m south of Shipwrights Way Travelling from: Bucks Horn Oak Travelling to: Dockenfield

Description: INCIDENT DETAILS: Incident date: 09/12/2025 Incident time: 21:30 Details of incident: Travelling south bound on Dockenfield Rd from Bucks Horn Oak and hit large pot hole on left hand side of carriageway. Continued journey home to GU10 4HE (approx 2min drive). Following morning tyre was flat due to split / puncture caused by pot hole impact. Weather conditions: Wet and dark Route travelled before: Yes Speed of travel: 35 Any road works or restrictions: No DEFECT DETAILS: Defect description: With reference to photos taken the following day the pothole is about the size of a dustbin lid and greater than 10cm deep - one photo has my wallet next to it as a scale reference point. Prior awareness of defect: No Issue reported: No Date reported: Reference number: Issue resolved: No Date resolved:

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Enquiry Resolved	Legal liability decision recieved	08/05/2026 16:05:02
With Legal Team (Closed)	Legal acknowlegment receivec HSO response attache	06/05/2026 15:41:14
With Legal Team (Closed)	Legal acknowlegment receivec and legal chaser sent to HSO	06/05/2026 15:17:25
With Legal Team (Closed)	Legal acknowlegment receivec and legal query received and attached	24/02/2026 11:29:42
With Legal Team (Closed)	Legal acknowlegment receivec and legal query received	18/02/2026 12:54:59
With Legal Team (Closed)	Legal acknowlegment receivec	09/02/2026 14:55:36
With Legal Team (Outstanding)	Sent to legal	07/02/2026 10:57:09
Claim Under Investigation	Blank S711 Attached	05/01/2026 16:55:53
Claims - AUTO EMAIL GENERATED!	Email acknowledgement sent to claimant!	05/01/2026 16:32:57
Claim Under Investigation	Relate to defect#21845221 and Job#22383016	05/01/2026 16:27:31
Claim Under Investigation	Relate to defect#21845221 (Not of claimant)	05/01/2026 16:27:00
Claim Under Investigation		05/01/2026 16:13:21
Enquiry Raised		23/12/2025 15:10:04

Enquiry and Status History Report

Page 32 of 64

Enquiry No. 21841128 **Enquiry Date:** 12/12/2025 15:08:37 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Large deep pothole

Description: Dangerous pothole damaging car wheels.

Please
Select

Please
Select

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor		09/03/2026 09:10:26
CUST Comment added	Questionnaire filled in by problem reporter	09/03/2026 08:36:09
Works Passed to Contractor		10/02/2026 17:52:52
Enquiry Updated	Job 22383016 - C Job Received	09/02/2026 10:12:47
CUST Comment added	Two months later and Hampshire CC have still not fixed it.	08/02/2026 21:46:27
Works Passed to Contractor	Job 22383016 - C Job Received	12/01/2026 09:29:21
CUST Comment added	It's disgraceful that this huge pothole has not yet been repaired. Someone has put a large traffic cone in the hole to stop cars going into it. It has been a danger to all traffic for over a month now repeatedly reported and yet Hants council does nothing.	11/01/2026 20:10:32
Works Passed to Contractor	Duplicate of 21838439	12/12/2025 16:03:58
Enquiry Raised		12/12/2025 15:08:44

Enquiry and Status History Report

Page 33 of 64

Enquiry No. 21840850 **Enquiry Date:** 11/12/2025 14:57:55 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: 4 x 3 inch pot hole

Description: This pothole has appeared after recent hole repairs. It has destroyed a new tyre how do I claim?

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Job 22383016 - C Job Received	17/12/2025 10:46:30
Works Passed to Contractor	Job 22383016 - X Job Committed	17/12/2025 10:28:36
Works Passed to Contractor		16/12/2025 15:27:35
Work Raised	Job 22383016 - H Job Ready to Commit	16/12/2025 15:11:45
Works Passed to Contractor	Works passed to contractor.	12/12/2025 11:43:16
Work Raised	Job 22383016 - X Job Raised	12/12/2025 11:43:11
Validated	Decision: (BAU) If BAU - reason for decision: Does not meet emergency criteria Decision made by (Confirm ID): Any other relevant info: Passed to CHU	11/12/2025 15:29:30
Enquiry Updated	Put on North chat - claim email sent	11/12/2025 15:19:30
Enquiry Raised	Enquiry added to Emergency Teams Channel	11/12/2025 15:12:29
Enquiry Raised		11/12/2025 14:57:56

Enquiry and Status History Report

Enquiry No. 21840774

Enquiry Date: 11/12/2025 12:19:20

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Location of pothole ; Anywhere else on the road

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes Reported by clicking on 21840753

Yes

Relevant

Yes

No

Yes

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Job 22383016 - C Job Received	17/12/2025 10:46:30
Works Passed to Contractor	Job 22383016 - X Job Committed	17/12/2025 10:28:36
Works Passed to Contractor		16/12/2025 15:27:29
Work Raised	Job 22383016 - H Job Ready to Commit	16/12/2025 15:11:45
Works Passed to Contractor	Works passed to contractor	12/12/2025 12:36:00
Work Raised	Job 22383016 - X Job Raised	12/12/2025 12:35:06
Validated	Possible duplicate of 21840753	11/12/2025 12:59:45
Enquiry Raised		11/12/2025 12:19:20

Enquiry No. 21840753

Enquiry Date: 11/12/2025 11:51:08

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Large pot hole

Description: Myself and other villagers have burst our tyres going over it.

Please Select

Relevant

Yes

No

Please Select

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19

Enquiry and Status History Report

Page 35 of 64

Enquiry No. 21840753 **Enquiry Date:** 11/12/2025 11:51:08 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Large pot hole **Description:** Myself and other villagers have burst our tyres going over it.

Please
Select
Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Job 22383016 - C Job Received	17/12/2025 10:46:30
Works Passed to Contractor	Job 22383016 - X Job Committed	17/12/2025 10:28:36
Works Passed to Contractor		16/12/2025 15:27:25
Work Raised	Job 22383016 - H Job Ready to Commit	16/12/2025 15:11:45
Works Passed to Contractor	Works passed to contractor	12/12/2025 11:44:37
Work Raised	Job 22383016 - X Job Raised	12/12/2025 11:44:32
Validated	Decision: (BAU) If BAU - reason for decision: Photos dont warrant urgent response Decision made by (Confirm ID) [REDACTED] Any other relevant info: N/A	11/12/2025 12:33:06
Enquiry Raised	Enquiry added to Emergency Teams Channel	11/12/2025 12:16:35
Enquiry Raised		11/12/2025 11:51:10

Enquiry No. 21838439 **Enquiry Date:** 04/12/2025 11:33:05 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Location of pothole ; Beyond the edge of the road **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes
Yes

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22383016 - C Contractor Completed	15/04/2026 16:37:19

Enquiry and Status History Report

Page 36 of 64

Enquiry No. 21838439 **Enquiry Date:** 04/12/2025 11:33:05 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Location of pothole ; Beyond the edge of the road **Description:** Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant

Yes

No

Yes

Eng Status Name	Status Notes	Logged Date
Works Started	Job 22383016 - C Contractor Started	15/04/2026 16:06:44
Works Passed to Contractor	Job 22383016 - C Job Received	17/12/2025 10:46:30
Works Passed to Contractor	Job 22383016 - X Job Committed	17/12/2025 10:28:36
Works Passed to Contractor		16/12/2025 15:27:22
Work Raised	Job 22383016 - H Job Ready to Commit	16/12/2025 15:11:45
Works Passed to Contractor	Works passed to contractor	12/12/2025 12:47:41
Work Raised	Job 22383016 - X Job Raised	12/12/2025 12:47:37
Validated	assigned to ahe	04/12/2025 12:30:58
Enquiry Raised		04/12/2025 11:33:05

Enquiry No. 21833214 **Enquiry Date:** 06/11/2025 15:51:51 **Service:** Highway Claim (HOC)

Subject: Non-Injury

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: INCIDENT DETAILS: Nearest reference point: Markham Travelling from: DOCKENFIELD Travelling to: BUCKS HORN OAK onwards

Description: INCIDENT DETAILS: Incident date: 02/11/2025 Incident time: 13:00 Details of incident: Driving towards Bucks Horn Oak on Dockenfield St 13.00hrs 02/11/2025 30mph and after crowning bend forced to adopt full road width to avoid oncoming vehicle overtaking cyclist at wide berth. Front nearside wheel pulled into deep jagged pothole causing wheel rim damage and exploded tyre. Approx location [REDACTED] Dockenfield Street GU10 4LP - explanatory images available Weather conditions: dry cloudy Route travelled before: Yes Speed of travel: 30mph Any road works or restrictions: No DEFECT DETAILS: Defect description: Pothole 6 inches deep - Width 21 inches Length - 12 length Prior awareness of defect: No Issue reported: No Date reported: Reference number: Issue resolved: No Date resolved:

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Enquiry Resolved	liability decision received	08/12/2025 15:26:15
With Legal Team (Closed)	legal acknowledgement received	26/11/2025 14:41:04

Enquiry and Status History Report

Page 37 of 64

Enquiry No. 21833214 **Enquiry Date:** 06/11/2025 15:51:51 **Service:** Highway Claim (HOC)

Subject: Non-Injury

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: INCIDENT DETAILS: Nearest reference point: Markham Travelling from: DOCKENFIELD Travelling to: BUCKS HORN OAK onwards

Description: INCIDENT DETAILS: Incident date: 02/11/2025 Incident time: 13:00 Details of incident: Driving towards Bucks Horn Oak on Dockenfield St 13.00hrs 02/11/2025 30mph and after crowning bend forced to adopt full road width to avoid oncoming vehicle overtaking cyclist at wide berth. Front nearside wheel pulled into deep jagged pothole causing wheel rim damage and exploded tyre. Approx location: [REDACTED] Dockenfield Street GU10 4LP - explanatory images available Weather conditions: dry cloudy Route travelled before: Yes Speed of travel: 30mph Any road works or restrictions: No DEFECT DETAILS: Defect description: Pothole 6 inches deep - Width 21 inches Length - 12 length Prior awareness of defect: No Issue reported: No Date reported: Reference number: Issue resolved: No Date resolved:

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
With Legal Team (Outstanding)	Claim Sent to legal	24/11/2025 14:38:17
Claim Under Investigation	S711 Completed	24/11/2025 14:37:41
Claim Under Investigation	Blank S711 Attached	18/11/2025 12:51:09
Claim Under Investigation	Auto ACK Mail Sent	18/11/2025 12:40:50
Claims - AUTO EMAIL GENERATED!		18/11/2025 12:40:30
Claim Under Investigation	Relates to Defect-7185281& Job-22372490	18/11/2025 12:18:22
Enquiry Raised	Notes on 7185281-Job 22372490 - C Contractor Completed	18/11/2025 10:10:59
Further Investigation Required	Awaiting Inspection on Defect-7185281	17/11/2025 12:00:27
Enquiry Raised		06/11/2025 15:51:51

Enquiry No. 21831999 **Enquiry Date:** 30/10/2025 17:14:47 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Multiple potholes from just before entrance path to forest down to Batts Corner

Description: A number of these had been repaired badly last year and are already degrading. There are 8 holes in total. The largest is some 4 *1m by 75 mm approx deep. This is at the side of the roads on the entrance to the forest. There are two other holes in the photo both of less size but similar depth. The others nearer to Batts Corner are smaller but a number were filler last year and need to be done properly. Please note that the holes noted as being fixed recently are already degrading and will need to be replaced probably by Christmas. It has been done very poorly!

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58

Enquiry and Status History Report

Page 38 of 64

Enquiry No. 21831999 **Enquiry Date:** 30/10/2025 17:14:47 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Multiple potholes from just before entrance path to forest down to Batts Corner

Description: A number of these had been repaired badly last year and are already degrading. There are 8 holes in total. The largest is some 4 *1m by 75 mm approx deep. This is at the side of the roads on the entrance to the forest. There are two other holes in the photo both of less size but similar depth. The others nearer to Batts Corner are smaller but a number were filler last year and need to be done properly. Please note that the holes noted as being fixed recently are already degrading and will need to be replaced probably by Christmas. It has been done very poorly!

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Started	Job 22372490 - C Contractor Started	11/11/2025 09:21:01
Works Started		07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Passed to Contractor	Works passed to contractor	31/10/2025 12:52:13
Works Started	Job 22372490 - C Contractor Started	31/10/2025 12:51:49
Validated	assigned to ahe	31/10/2025 08:51:43
Enquiry Raised		30/10/2025 17:14:48

Enquiry No. 21830312 **Enquiry Date:** 20/10/2025 21:45:53 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Multiple large potholes

Description: Multiple dangerous large potholes along Dockenfield Street. Reported by others but not repaired.

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Could Not Locate Defect	Photo attached. Road was driven and inspected and no defects could be identified.	17/11/2025 11:47:21
Enquiry Updated	Passing to [REDACTED] Please inspect for safety	17/11/2025 10:01:13
Site Visit Required	Will inspect site	13/11/2025 10:31:18
Enquiry Updated	See customers previous notes	03/11/2025 08:39:30

Enquiry and Status History Report

Page 39 of 64

Enquiry No. 21830312 **Enquiry Date:** 20/10/2025 21:45:53 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Multiple large potholes

Description: Multiple dangerous large potholes along Dockenfield Street. Reported by others but not repaired.

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
CUST Comment added	Still not fixed!!!! There is a huge deep and dangerous hole in the middle of the road here! Please repair it urgently.	02/11/2025 16:48:46
Works Completed	Job 22376717 - C Contractor Completed	29/10/2025 12:38:01
Works Started	Job 22376717 - C Contractor Started	29/10/2025 12:01:02
Works Passed to Contractor	Works passed to contractor	21/10/2025 11:11:24
Works Passed to Contractor	Job 22376717 - C Job Received	21/10/2025 11:10:59
Validated		21/10/2025 08:52:56
Enquiry Raised		20/10/2025 21:45:58

Enquiry No. 21826298 **Enquiry Date:** 26/09/2025 10:08:04 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Location of pothole on the road ; Anywhere else on the road

Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes

Yes

Relevant

Yes

No

Yes

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22376720 - C Contractor Completed	29/10/2025 12:01:02
Works Started	Job 22376720 - C Contractor Started	29/10/2025 11:44:10
Works Passed to Contractor	Job 22376720 - C Job Received	29/09/2025 15:01:10
Works Passed to Contractor	Job 22376720 - X Job Committed	29/09/2025 14:37:35

Enquiry and Status History Report

Page 40 of 64

Enquiry No. 21826298	Enquiry Date: 26/09/2025 10:08:04	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Location of pothole on the road ; Anywhere else on the road	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No			Yes

Enq Status Name	Status Notes	Logged Date
Work Raised	Job 22376720 - H Job Ready to Commit	29/09/2025 14:34:42
Works Passed to Contractor	Works passed to contractor	26/09/2025 13:15:13
Work Raised	Job 22376720 - H Job Ready to Commit	26/09/2025 13:14:57
Validated	Passed to AHe	26/09/2025 10:30:06
Enquiry Raised		26/09/2025 10:08:04

Enquiry No. 21825566	Enquiry Date: 22/09/2025 19:10:58	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Location of pothole on the road ; Within the painted centre lines	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No			Yes

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58
Works Started		11/11/2025 09:21:01
Works Started		07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Passed to Contractor	Works passed to contractor	23/09/2025 10:58:11

Enquiry and Status History Report

Enquiry No.	21825566	Enquiry Date:	22/09/2025 19:10:58	Service:	Highway Defect	Subject:	Carriageway Pothole Defect	
Site:	12319558 - DOCKENFIELD ROAD				DOCKENFIELD ROAD		76C84 AL 07	
Location:	Location of pothole on the road ; Within the painted centre lines	Description:	Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes					Yes
Relevant								Yes
Yes								
No								

Eng Status Name	Status Notes	Logged Date
Works Started	Job 22372490 - C Contractor Started	23/09/2025 10:57:48
Validated	Assigned to AHE	23/09/2025 09:21:21
Enquiry Raised		22/09/2025 19:10:58

Enquiry No.	21825565	Enquiry Date:	22/09/2025 19:10:07	Service:	Highway Defect	Subject:	Carriageway Pothole Defect	
Site:	12319558 - DOCKENFIELD ROAD				DOCKENFIELD ROAD		76C84 AL 07	
Location:	Location of pothole on the road ; Within the painted centre lines	Description:	Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes					Yes
Relevant								Yes
Yes								
No								

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58
Works Started		11/11/2025 09:21:01
Works Started		07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Passed to Contractor	Works passed to contractor	23/09/2025 10:56:48
Works Started	Job 22372490 - C Contractor Started	23/09/2025 10:55:46
Validated	Assigned to AHE	23/09/2025 09:20:57

Enquiry and Status History Report

Page 42 of 64

Enquiry No. 21825565	Enquiry Date: 22/09/2025 19:10:07	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Location of pothole on the road ; Within the painted centre lines	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No			Yes

Eng Status Name	Status Notes	Logged Date
Enquiry Raised		22/09/2025 19:10:07

Enquiry No. 21825564	Enquiry Date: 22/09/2025 19:08:54	Service: Highway Defect	Subject: Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD	DOCKENFIELD ROAD 76C84 AL 07		
Location: Location of pothole on the road ; Near road edge next to verge	Description: Pothole deeper than 4cm? Yes Pothole wider than 30cm? Yes		
Relevant Yes No			Yes

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58
Works Started		11/11/2025 09:21:01
Works Started		07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Passed to Contractor	Works passed to contractor.	23/09/2025 10:55:15
Works Started	Job 22372490 - C Contractor Started	23/09/2025 10:54:50
Validated	Assigned to AHE	23/09/2025 09:20:35
Enquiry Raised		22/09/2025 19:08:54

Enquiry and Status History Report

Page 43 of 64

Enquiry No. 21824756 **Enquiry Date:** 17/09/2025 15:54:17 **Service:** Highway Defect **Subject:** Carriageway Other Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Junction markings all heavily worn **Description:** All road markings at this junction are heavily worn from all approaches & at turning boxes. Refresh needed.

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22376454 - C Contractor Completed	09/03/2026 09:59:32
Works Passed to Contractor	Works passed to contractor	08/01/2026 09:26:28
Enquiry Updated	Job was due for completion in Dec	08/01/2026 09:02:42
CUST Comment added	This remains terrible worse now from winter.	08/01/2026 08:39:23
Works Passed to Contractor		11/12/2025 09:04:19
CUST Comment added	No change. Roads in a horrific state all around this area total lack of proper maintenance.	11/12/2025 08:29:49
Works Passed to Contractor	Job 22376454 - C Job Received	16/10/2025 17:08:48
Works Passed to Contractor		13/10/2025 15:11:18
Works Passed to Contractor	Job 22376454 - X Job Committed	13/10/2025 14:49:05
Works Passed to Contractor		24/09/2025 16:37:59
Work Raised	Job 22376454 - H Job Ready to Commit	24/09/2025 16:32:42
Works Passed to Contractor		24/09/2025 11:20:23
Work Raised	Job 22376454 - X Job Raised	24/09/2025 11:08:11
Works Passed to Contractor	Works passed to contractor	19/09/2025 10:15:10
Work Raised	Job 22376454 - X Job Raised	19/09/2025 10:14:41
Validated	Passed onto AHE for inspection many thanks	17/09/2025 16:16:50
CUST Comment added	Your enquiry reference number is 21824755 Enquiry Type: Carriageway Pothole Defect Location: DOCKENFIELD ROAD Logged Date: 17/09/2025 Your enquiry is now ready for review and prioritisation by a member of the Hampshire County Council Highways team.	17/09/2025 16:00:43

Enquiry and Status History Report

Page 44 of 64

Enquiry No. 21824756 **Enquiry Date:** 17/09/2025 15:54:17 **Service:** Highway Defect **Subject:** Carriageway Other Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Junction markings all heavily worn **Description:** All road markings at this junction are heavily worn from all approaches & at turning boxes. Refresh needed.

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Enquiry Raised		17/09/2025 15:54:18

Enquiry No. 21824755 **Enquiry Date:** 17/09/2025 15:51:20 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: Multiple large potholes Dockenfield Street **Description:** There are at least 6 - 8 large deep potholes along Dockenfield street at vairous locations along the road from Batts corner all the way to Willows Green. Surface just disintegrated in the rain. Inspection & repairs urgently needed.

Relevant

Yes

No

Please
Select

Please
Select

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58
Works Passed to Contractor		13/11/2025 10:30:50
Enquiry Updated	As always nothing done yet!	13/11/2025 08:31:22
CUST Comment added		12/11/2025 17:07:59
Works Started	Job 22372490 - C Contractor Started	11/11/2025 09:21:01
Works Started		07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Passed to Contractor	Works passed to contractor.	19/09/2025 10:19:57
Works Started	Job 22372490 - C Contractor Started	19/09/2025 10:18:33

Enquiry and Status History Report

Page 45 of 64

Enquiry No. 21824755 **Enquiry Date:** 17/09/2025 15:51:20 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Multiple large potholes Dockenfield Street

Description: There are at least 6 - 8 large deep potholes along Dockenfield street at vairous locations along the road from Batts corner all the way to Willows Green. Surface just disintegrated in the rain. Inspection & repairs urgently needed.

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Validated	Decision: (BAU) If BAU - reason for decision: Job 21823975 raised Decision made by (Confirm ID): OOH Any other relevant info: Assigned to as advised	17/09/2025 16:47:25
Enquiry Updated	- Enquiry added to Emergency Teams Channel Repinned map onto highway	17/09/2025 16:07:06
Enquiry Updated	Repinned map onto highway	17/09/2025 16:06:26
CUST Comment added	Your enquiry reference number is 21824756 Enquiry Type: Carriageway Other Defect Location: DOCKENFIELD ROAD Logged Date: 17/09/2025 Your enquiry is now ready for review and prioritisation by a member of the Hampshire County Council Highways team.	17/09/2025 16:00:59
Enquiry Raised		17/09/2025 15:51:24

Enquiry No. 21823975 **Enquiry Date:** 13/09/2025 17:42:41 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Multiple deep pot holes along dockenfield street with sharp stones protruding

Description: No information provided by customer

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58
Works Started		11/11/2025 09:21:01
Works Started		07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Passed to Contractor	Works passed to contractor	15/09/2025 12:26:29

Enquiry and Status History Report

Page 46 of 64

Enquiry No. 21823975 **Enquiry Date:** 13/09/2025 17:42:41 **Service:** Highway Defect **Subject:** Carriageway Pothole Defect
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: ;Multiple deep pot holes along dockenfield street **Description:** No information provided by customer
 with sharp stones protruding

Please
Select
Please
Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Started	Job 22372490 - C Contractor Started	15/09/2025 12:26:04
Validated	BAU to AHE does not meet HOC criteria	15/09/2025 12:18:41
Enquiry Updated	Re-pinned map onto highway	15/09/2025 12:18:12
Enquiry Raised		13/09/2025 17:42:41

Enquiry No. 21820821 **Enquiry Date:** 27/08/2025 16:57:09 **Service:** Highway Defect **Subject:** Missing/faded road markings
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: ;The junction of Binsted Rd A325 and Dockenfield St **Description:** Road issue type: Missing or faded road markings The arrows which indicate the correct position in the road for taking a right turn off the A325 onto Dockenfield Street (coming from the southerly direction) and Binsted Rd (coming from the northerly direction) are so faded they are missing. I regularly witness near miss head-on accidents as drivers move into the middle of the road on the wrong side because it is unclear where they should be.

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22376454 - C Contractor Completed	09/03/2026 09:59:32
Works Passed to Contractor	Job 22376454 - C Job Received	16/10/2025 17:08:48
Works Passed to Contractor		13/10/2025 15:11:18
Works Passed to Contractor	Job 22376454 - X Job Committed	13/10/2025 14:49:05
Works Passed to Contractor		24/09/2025 16:38:53
Work Raised	Job 22376454 - H Job Ready to Commit	24/09/2025 16:32:41
Works Passed to Contractor		24/09/2025 11:20:17

Enquiry and Status History Report

Page 47 of 64

Enquiry No. 21820821 **Enquiry Date:** 27/08/2025 16:57:09 **Service:** Highway Defect

Subject: Missing/faded road markings

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;The junction of Binsted Rd A325 and Dockenfield St

Description: Road issue type: Missing or faded road markings The arrows which indicate the correct position in the road for taking a right turn off the A325 onto Dockenfield Street (coming from the southerly direction) and Binsted Rd (coming from the northerly direction) are so faded they are missing. I regularly witness near miss head-on accidents as drivers move into the middle of the road on the wrong side because it is unclear where they should be.

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Work Raised	Job 22376454 - X Job Raised	24/09/2025 11:08:11
Works Passed to Contractor	Works passed to contractor	22/09/2025 09:11:18
Work Raised	Job 22376454 - X Job Raised	22/09/2025 09:09:47
CUST Re-opened - comment added	Please see photos which show the lack of arrows in the right turn lanes to Binsted Rd and Dockenfield St. on the A325. As I was taking the photograph a vehicle turning right to Binsted Rd is seen in the wrong position in the lane for traffic turning right onto Dockenfield St. clearly demonstrating the problem I have described.	20/09/2025 18:22:51
No Maintenance Work Required	No safety issues were found at the time of inspection and no maintenance work is required currently. Any defects will be reviewed and identified during the next scheduled safety inspection.	02/09/2025 11:12:32
Validated	Passed to LHE - cxhdvm 28/08/25	28/08/2025 08:48:44
Enquiry Raised		27/08/2025 16:57:09

Enquiry No. 21813853 **Enquiry Date:** 14/07/2025 15:18:56 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Various pot holes Dangerous for cyclists and cars trying to avoid them

Description: No information provided by customer

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	14/11/2025 15:23:55
Works Started	Job 22372490 - C Contractor Started	14/11/2025 09:45:58
Works Started		11/11/2025 09:21:01

Enquiry and Status History Report

Enquiry No. 21813853

Enquiry Date: 14/07/2025 15:18:56

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Various pot holes Dangerous for cyclists and cars trying to avoid them

Description: No information provided by customer

Please Select
Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Started	Job 22372490 - C Contractor Started	07/11/2025 08:58:50
Works Started		06/11/2025 13:00:02
Works Started		28/08/2025 09:05:16
Works Passed to Contractor	Job 22372490 - C Job Received	08/08/2025 17:20:28
Works Passed to Contractor	Job 22372490 - X Job Committed	08/08/2025 16:46:25
Works Passed to Contractor	Works passed to contractor	23/07/2025 10:41:00
Work Raised	Job 22372490 - H Job Ready to Commit	23/07/2025 09:28:29
Works Passed to Contractor	Works passed to contractor	16/07/2025 11:38:01
Work Raised	Job 22372490 - X Job Raised	16/07/2025 11:37:46
Site Visit Required		16/07/2025 08:36:08
Site Visit Required		15/07/2025 10:11:18
Validated		15/07/2025 08:29:06
Validated	passed to AHE - [REDACTED]	14/07/2025 15:32:52
Enquiry Raised		14/07/2025 15:18:57

Enquiry and Status History Report

Enquiry No. 21807122

Enquiry Date: 08/06/2025 10:10:51

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: ;Many holes center of road

Description: Many holes

DOCKENFIELD ROAD

76C84 AL 07

Relevant

Yes

No

Please Select

Please Select

Enq Status Name	Status Notes	Logged Date
Enquiry Resolved	Not safety	16/06/2025 11:25:31
Added to Inspection Route		13/06/2025 16:08:37
Site Visit Required		10/06/2025 09:38:02
Validated	passed to ahe as bau	09/06/2025 10:23:34
Enquiry Raised		08/06/2025 10:10:51

Enquiry No. 21807121

Enquiry Date: 08/06/2025 10:10:04

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: Various pot holes

Description: Have been repaired earlier in year now opening up again in various points in the road .

DOCKENFIELD ROAD

76C84 AL 07

Relevant

Yes

No

Please Select

Please Select

Enq Status Name	Status Notes	Logged Date
Enquiry Resolved	Not safety	16/06/2025 11:23:23
Added to Inspection Route		13/06/2025 16:08:08
Site Visit Required		10/06/2025 09:37:51
Validated	passed to ahe as bau	09/06/2025 10:24:06
Enquiry Raised		08/06/2025 10:10:07

Enquiry and Status History Report

Page 50 of 64

Enquiry No. 21791741 **Enquiry Date:** 05/03/2025 11:18:57 **Service:** Highway Defect **Subject:** CWay Pothole F&F (AH)

Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07

Location: Series of potholes on junction **Description:** This pothole has been 'fixed' numerous times. Because it is not done properly it keeps opening up. Currently there are 2 potholes with others starting. It is on a junction and getting dangerous.

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Works Completed	Works Completed - Status updated as part of batch requested by [REDACTED]	28/05/2025 14:37:47
Works Passed to Contractor		25/03/2025 12:24:57
Enquiry Updated		18/03/2025 09:11:19
Enquiry Updated	Please see customer comment - Photos from customer are on a junction and the contractor photos appear to be on a straight piece of road ? - [REDACTED]	18/03/2025 08:26:39
CUST Comment added	This has not been fixed. Nothing has happened since I sent the photos in	17/03/2025 22:22:19
Works Completed	Job 22363768 - C Contractor Completed	13/03/2025 15:34:36
Works Started	Job 22363768 - C Contractor Started	13/03/2025 14:11:49
Works Passed to Contractor	Job 22363768 - C Job Received	06/03/2025 07:55:15
Works Passed to Contractor	Job 22363768 - X Job Committed	06/03/2025 07:31:49
Works Passed to Contractor	Works Order AH2425 / 31002054 created.	06/03/2025 07:31:48
Work Raised	Job 22363768 - X Job Raised	06/03/2025 07:31:48
Enquiry Updated	Subject changed from Highway Defect / Carriageway Pothole Defect (HDEF/CGWP) to Highway Defect / CWay Pothole F&F (AH) (HDEF/CPAH) . passed to AHE - [REDACTED]	06/03/2025 07:31:48
Validated	passed to AHE - [REDACTED]	05/03/2025 12:27:45
Enquiry Raised		05/03/2025 11:19:18

Enquiry and Status History Report

Page 51 of 64

Enquiry No. 21788122 **Enquiry Date:** 18/02/2025 07:27:50 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: Dangerous pothole

Description: Yet another time reporting this plot hole or more than one at this junction with debris all over the road pothole is huge and has been there a long time. Please fix this junction. I'm sure the local news would love to hear about it.

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22357458 - C Contractor Completed	12/06/2025 12:57:26
Works Started	Job 22357458 - C Contractor Started	12/06/2025 12:46:26
Works Passed to Contractor	Job 22357458 - H Accept Contractor EW	29/04/2025 15:16:14
Works Passed to Contractor	Job 22357458 - C EW From Contractor	15/04/2025 08:11:37
Works Passed to Contractor	Job 22357458 - C Job Received	20/02/2025 08:20:02
Validated	Decision: (BAU) If BAU - reason for decision: BAU to a/c as works already raised for this junction under find and fix Decision made by (Confirm ID): Any other relevant info: N/A	18/02/2025 09:53:05
Enquiry Raised	Enquiry added to Emergency Teams Channel	18/02/2025 09:31:22
Enquiry Raised		18/02/2025 07:27:57

Enquiry No. 21783740 **Enquiry Date:** 30/01/2025 15:04:40 **Service:** Highway Defect

Subject: CWay Pothole F&F (SH)

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Opposite entrance of Forest View House

Description: Deep hole on busy road

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22361839 - C Contractor Completed	26/02/2025 13:53:41
Works Started	Job 22361839 - C Contractor Started	26/02/2025 13:53:40
Works Passed to Contractor	Job 22361839 - C Job Received	13/02/2025 09:19:23

Enquiry and Status History Report

Page 52 of 64

Enquiry No. 21783740 **Enquiry Date:** 30/01/2025 15:04:40 **Service:** Highway Defect

Subject: CWay Pothole F&F (SH)

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Opposite entrance of Forest View House

Description: Deep hole on busy road

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22361839 - X Job Committed	13/02/2025 08:45:34
Works Passed to Contractor		13/02/2025 08:45:33
Works Passed to Contractor	Works Order SH2425 / 31002357 created.	13/02/2025 08:45:32
Work Raised	Job 22361839 - X Job Raised	13/02/2025 08:45:32
Enquiry Updated	Subject changed from Highway Defect / Carriageway Pothole Defect (HDEF/CGWP) to Highway Defect / CWay Pothole F&F (SH) (HDEF/CPSH) . Site visit required as resources allow. Currently no permanent LHE in area due to staff vacancies.	13/02/2025 08:45:32
Site Visit Required	Site visit required as resources allow. Currently no permanent LHE in area due to staff vacancies.	03/02/2025 09:08:26
Validated	Passed to AHE 	30/01/2025 16:51:11
Enquiry Raised		30/01/2025 15:04:40

Enquiry No. 21780868 **Enquiry Date:** 19/01/2025 17:22:12 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;There are a number of deepening potholes at centre of this junction.

Description: There are three deepening potholes at this junction they are getting bigger each day and becoming a danger to navigating the junction safely.

Please Select
Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22357458 - C Contractor Completed	12/06/2025 12:57:26
Works Started	Job 22357458 - C Contractor Started	12/06/2025 12:46:26
Works Passed to Contractor	Job 22357458 - H Accept Contractor EW	29/04/2025 15:16:14

Enquiry and Status History Report

Page 53 of 64

Enquiry No. 21780868 **Enquiry Date:** 19/01/2025 17:22:12 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;There are a number of deepening potholes at centre of this junction.

Description: There are three deepening potholes at this junction they are getting bigger each day and becoming a danger to navigating the junction safely.

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22357458 - C EW From Contractor	15/04/2025 08:11:37
Works Passed to Contractor	Decision: (BAU) If BAU - reason for decision: Job raised and linked Decision made by (Confirm ID) Any other relevant info: Job 22357458 - C Job Received	20/01/2025 15:21:09
Works Passed to Contractor	Job 22357458 - C Job Received	20/01/2025 15:19:01
Enquiry Updated	Linked to job in error - awaiting managment advice	20/01/2025 12:34:29
Enquiry Updated	Linked to job in error - awaiting managment advice	20/01/2025 12:34:04
Work Raised	Job 7021545 - X Job Raised	20/01/2025 12:27:02
Validated	Covered by job 22357458	20/01/2025 12:26:01
Enquiry Raised	Enquiry added to Emergency Teams Channel	20/01/2025 11:56:02
Enquiry Raised		19/01/2025 17:22:12

Enquiry No. 21780718 **Enquiry Date:** 18/01/2025 11:45:05 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;This pothole is deepening and is very dangerous as it fills with leaves and water.

Description: Thus pothole is deepening and widening it is a hazard to vehicles and pedestrians. It is over a foot deep.

Please
Select

Please
Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22357458 - C Contractor Completed	12/06/2025 12:57:26
Works Started	Job 22357458 - C Contractor Started	12/06/2025 12:46:26

Enquiry and Status History Report

Enquiry No. 21780718

Enquiry Date: 18/01/2025 11:45:05

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;This pothole is deepening and is very dangerous as it fills with leaves and water.

Description: Thus pothole is deepening and widening it is a hazard to vehicles and pedestrians. It is over a foot deep.

Please Select

Relevant

Yes

No

Please Select

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22357458 - H Accept Contractor EW	29/04/2025 15:16:14
Works Passed to Contractor	Job 22357458 - C EW From Contractor	15/04/2025 08:11:37
Works Passed to Contractor	Job 22357458 - C Job Received	20/01/2025 11:48:29
Validated – Emergency		20/01/2025 11:48:28
Validated – Emergency	Decision: (Emergency) If BAU - reason for decision: Job raised 22357458 in system but not due till 24/02 Decision made by (Confirm ID) Any other relevant info: None	20/01/2025 11:31:34
Enquiry Updated	put on North chat	20/01/2025 11:20:31
Enquiry Raised	Enquiry added to Emergency Teams Channel	20/01/2025 10:28:09
Enquiry Raised		18/01/2025 11:45:05

Enquiry No. 21776161

Enquiry Date: 20/12/2024 06:52:14

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Middle of road

Description: Not easy to see can be hit either direction

Please Select

Relevant

Yes

No

Please Select

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22357454 - C Contractor Completed	17/01/2025 10:52:18
Works Started	Job 22357454 - C Contractor Started	17/01/2025 09:53:07
Works Passed to Contractor	Job 22357454 - C Job Received	15/01/2025 12:33:00

Enquiry and Status History Report

Enquiry No. 21776161

Enquiry Date: 20/12/2024 06:52:14

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Middle of road

Description: Not easy to see can be hit either direction

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22357454 - X Job Committed	15/01/2025 12:05:44
Work Raised	Job 22357454 - H Job Ready to Commit	15/01/2025 11:50:33
Works Passed to Contractor	Job superseded and Linked to enquiry for this defect	20/12/2024 11:26:11
Work Raised	Job 22357454 - X Job Raised	20/12/2024 11:25:41
Validated – Emergency	Decision: (Emergency) If BAU - reason for decision: N/A Decision made by (Confirm ID): Any other relevant info: May be in relation to enquiry 21775754 and job has been raised 22357454 but is not committed. said he will take a look to check	20/12/2024 10:49:29
Enquiry Raised	Enquiry added to Emergency Teams Channel	20/12/2024 10:14:17
Enquiry Raised		20/12/2024 06:52:15

Enquiry No. 21775754

Enquiry Date: 17/12/2024 12:31:13

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;In the vicinity of w3w location photo.printers.dumplings in the middle of the road

Description: Pothole is 70055085mm deep

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22357454 - C Contractor Completed	17/01/2025 10:52:18
Works Started	Job 22357454 - C Contractor Started	17/01/2025 09:53:07
Works Passed to Contractor	Job 22357454 - C Job Received	15/01/2025 12:33:00
Works Passed to Contractor	Job 22357454 - X Job Committed	15/01/2025 12:05:44

Enquiry and Status History Report

Enquiry No. 21775754

Enquiry Date: 17/12/2024 12:31:13

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: ;In the vicinity of w3w location
photo.printers.dumplings in the middle of the road

Description: Pothole is 70055085mm deep

DOCKENFIELD ROAD

76C84 AL 07

Relevant

Yes

No

Please Select

Please Select

Eng Status Name	Status Notes	Logged Date
Work Raised	Job 22357454 - H Job Ready to Commit	15/01/2025 11:50:33
Work Raised	Job 22357454 - X Job Raised	18/12/2024 11:26:36
Enquiry Updated		18/12/2024 11:26:33
Enquiry Updated		17/12/2024 15:36:04
Validated	Decision: (BAU) If BAU - reason for decision: Hi please put it done as BAU as it looks like just like a bit of de lam Decision made by (Confirm ID): Any other relevant info: Assigned BAU as advised by via Teams No HOC managers available to advise if this can be BAU. No engineers nearby escalating to depot for advise	17/12/2024 13:50:56
Enquiry Raised		17/12/2024 13:25:13
Enquiry Raised	Enquiry added to Emergency Teams Channel	17/12/2024 13:05:03
Enquiry Raised		17/12/2024 12:31:13

Enquiry No. 21775382

Enquiry Date: 14/12/2024 12:57:23

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: ;On High Thicket Road at the junction with Dockenfield Street

Description: On the junction quite deep and causing traffic to swerve round it on a blind bend

DOCKENFIELD ROAD

76C84 AL 07

Relevant

Yes

No

Please Select

Please Select

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22357458 - C Contractor Completed	12/06/2025 12:57:26
Works Started	Job 22357458 - C Contractor Started	12/06/2025 12:46:26
Works Passed to Contractor	Job 22357458 - H Accept Contractor EW	29/04/2025 15:16:14

Enquiry and Status History Report

Enquiry No. 21775382

Enquiry Date: 14/12/2024 12:57:23

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;On High Thicket Road at the junction with Dockenfield Street

Description: On the junction quite deep and causing traffic to swerve round it on a blind bend

Please Select

Relevant

Yes

No

Please Select

Enq Status Name	Status Notes	Logged Date
Works Passed to Contractor	Job 22357458 - C EW From Contractor	15/04/2025 08:11:37
Works Passed to Contractor	Job 22357458 - C Job Received	24/12/2024 08:27:45
Works Passed to Contractor	Job 22357458 - X Job Committed	24/12/2024 08:00:00
Work Raised	Job 22357458 - H Job Ready to Commit	23/12/2024 08:38:54
Work Raised	Job 22357458 - X Job Raised	19/12/2024 12:34:33
Enquiry Updated	Job 22357458 has been raised to repair the Pothole. Link to Raised Job [REDACTED]	19/12/2024 10:41:59
Validated		18/12/2024 08:36:41
Validated	Decision: (BAU) If BAU - reason for decision: Looking at the photo this is unlikely to meet the safety defect investigatory levels so please pass to [REDACTED] as BAU for inspection in due course Decision made by (Confirm ID): [REDACTED] Any other relevant info: Assigned to [REDACTED]	16/12/2024 11:14:49
Enquiry Raised	Enquiry added to Emergency Teams Channel	16/12/2024 11:08:32
Enquiry Raised		14/12/2024 12:57:23

Enquiry and Status History Report

Enquiry No. 21775288

Enquiry Date: 13/12/2024 16:01:02

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;Potholes at the junction of Dockenfield Rd High Thicket Road and Dockenfield Street. Main one is in middle of junction but more are forming at the sides of the road.

Description: The main pothole is right in the middle of the junction so drivers going in any of three directions have to avoid it. This road is used by many vehicles to bypass the A325. It is worsening due to recent bad weather.

Please Select
Please Select

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22357458 - C Contractor Completed	12/06/2025 12:57:26
Works Started	Job 22357458 - C Contractor Started	12/06/2025 12:46:26
Works Passed to Contractor	Job 22357458 - H Accept Contractor EW	29/04/2025 15:16:14
Works Passed to Contractor	Job 22357458 - C EW From Contractor	15/04/2025 08:11:37
Works Passed to Contractor	Job 22357458 - C Job Received	24/12/2024 08:27:45
Works Passed to Contractor	Job 22357458 - X Job Committed	24/12/2024 08:00:00
Work Raised	Job 22357458 - H Job Ready to Commit	23/12/2024 08:38:54
Work Raised	Job 22357458 - X Job Raised	18/12/2024 11:35:15
Enquiry Updated		18/12/2024 11:35:12
Enquiry Updated		17/12/2024 15:25:22
Validated	Passed to AHE	16/12/2024 10:26:36
Enquiry Raised		13/12/2024 16:01:02

Enquiry and Status History Report

Enquiry No. 21775287

Enquiry Date: 13/12/2024 15:52:24

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;10-20 metres before the junction with Boundary Road if heading towards Dockenfield

Description: Wide deep (over 15cm) pothole. Worsening by the day.

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
No Maintenance Work Required	No pothole at this location at this time photos attached	18/12/2024 11:30:00
Enquiry Updated		17/12/2024 15:33:57
Validated	It may relates to Job 22354426 Passed to AHE	16/12/2024 10:25:13
Enquiry Raised		13/12/2024 15:52:25

Enquiry No. 21759880

Enquiry Date: 10/09/2024 08:58:36

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: ;SO DANGERPUS NOW

Description: About 35cm deep

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22344020 - C Contractor Completed	17/09/2024 12:03:59
Works Passed to Contractor	Job 22344020 - C Contractor Files Attached	17/09/2024 11:52:49
Works Passed to Contractor		17/09/2024 11:41:54
Works Passed to Contractor		17/09/2024 10:57:54
Works Passed to Contractor		17/09/2024 09:26:10
Works Passed to Contractor		17/09/2024 09:26:09

Enquiry and Status History Report

Enquiry No. 21759880

Enquiry Date: 10/09/2024 08:58:36

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: ;SO DANGERPUS NOW

Description: About 35cm deep

DOCKENFIELD ROAD

76C84 AL 07

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Started	Job 22344020 - C Contractor Started	17/09/2024 09:04:52
Works Passed to Contractor	Job 22344020 - C Contractor Files Attached	17/09/2024 08:54:10
Works Passed to Contractor		12/09/2024 12:56:54
Works Passed to Contractor	Job 22344020 - H Reject Contractor EW	12/09/2024 12:56:36
Validated	may relate to job 22344020 -	10/09/2024 11:10:55
Enquiry Raised		10/09/2024 08:58:36

Enquiry No. 21758278

Enquiry Date: 31/08/2024 13:21:45

Service: Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

Location: ;Still there large hole

Description: Dangerous hole by a junction Reported by clicking on 21754349

DOCKENFIELD ROAD

76C84 AL 07

Please Select

Please Select

Relevant

Yes

No

Eng Status Name	Status Notes	Logged Date
Works Passed to Contractor	Works passed to contractor job no 22344020	04/09/2024 10:11:19
Validated		03/09/2024 09:12:54
Validated	Passed to AHE -	02/09/2024 10:27:14
Enquiry Raised		31/08/2024 13:21:46

Enquiry and Status History Report

Page 61 of 64

Enquiry No. 7192921 **Enquiry Date:** 13/04/2026 10:17:32 **Service:** Highway Management

Subject: Coordination of Works

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: dockenfield street

Description: caller would like to know what access is in place as this is a road used for Alice Holt and there will be many customers and staff that need access so caller would like to be advised regarding this

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Enquiry Resolved	Hi HOC I have emailed [REDACTED] with the following information: Between 09:00-13:00 staff and visitors will be able to access the site from 'Dockenfield' end. If they come from the A325 they won't have access and will have to follow the diversion. From 13:00 the closure will move up and access will switch. Many thanks	13/04/2026 13:18:04
Enquiry Updated	Emailed Peterfield depot to ask what access will be in place. Job 22391879 / Permit FF402TH2526000045633-02 Works 15/04/2026 08:00 to 16:00	13/04/2026 12:15:09
Validated	assigned for your attention relates to works ref FF402TH2526000045633-02	13/04/2026 10:21:36
Enquiry Raised		13/04/2026 10:21:03
Enquiry Raised		13/04/2026 10:17:32

Enquiry No. 7189816 **Enquiry Date:** 11/02/2026 08:55:36 **Service:** Highway Defect

Subject: Carriageway Pothole Defect

Site: 12319558 - DOCKENFIELD ROAD

DOCKENFIELD ROAD

76C84 AL 07

Location: DOCKENFIELD ROAD where it meets HIGH THICKET ROAD

Description: Extremely deep pothole described as life threatening to an inexperienced driver this defect is on a blind corner which then connects to a junction the caller reports that you enter out onto a main road and are unable to enter on the right side of the road therefore taking a risk to life. It spans approx. 2ft. long and 12 inches wide and approx. 15 cm's deep there is a cone been placed inside it as it is such a danger but you don't see the hole until you get to the junction drivers have collided with the cone and is now squashed in the road. The caller reports there are approx. 3 other potholes surrounding this major hole in the road which is increasing the danger and causing excess debris onto the highway which becomes a skid risk drivers are losing traction- urgent attention is required.

Please
Select

Please
Select

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Works Completed	Job 22390371 - C Contractor Completed	12/02/2026 12:03:29
Works Started	Job 22390371 - C Contractor Started	12/02/2026 11:52:25
Works Passed to Contractor	Job 22390371 - C Job Received	11/02/2026 09:30:39
Validated	Decision: (BAU) If BAU - reason for decision: This is the same location and all potholes here will be infilled at the same time when the job is completed. Advised to link job Decision made by (Confirm ID) [REDACTED] Any other relevant info:	11/02/2026 09:30:22

Enquiry and Status History Report

Page 62 of 64

Enquiry No.	7189816	Enquiry Date:	11/02/2026 08:55:36	Service:	Highway Defect	Subject:	Carriageway Pothole Defect
Site:	12319558 - DOCKENFIELD ROAD			DOCKENFIELD ROAD		76C84 AL 07	
Location:	DOCKENFIELD ROAD where it meets HIGH THICKET ROAD			Description:	Extremely deep pothole described as life threatening to an inexperienced driver this defect is on a blind corner which then connects to a junction the caller reports that you enter out onto a main road and are unable to enter on the right side of the road therefore taking a risk to life. It spans approx. 2ft. long and 12 inches wide and approx. 15 cm's deep there is a cone been placed inside it as it is such a danger but you don't see the hole until you get to the junction drivers have collided with the cone and is now squashed in the road. The caller reports there are approx. 3 other potholes surrounding this major hole in the road which is increasing the danger and causing excess debris onto the highway which becomes a skid risk drivers are losing traction- urgent attention is required.		
Relevant							
Yes							
No							

Enq Status Name	Status Notes	Logged Date
Enquiry Updated	Putting to the depot as CW4 pothole. Possibly relates to job 22390371 which was raised last week but no pictures on the job info to confirm if the pothole is in the same state now as it was when the job was raised.	11/02/2026 09:23:12
Enquiry Raised	Enquiry added to Emergency Teams Channel	11/02/2026 08:58:53
Enquiry Raised		11/02/2026 08:55:36

Enquiry No. 7185281		Enquiry Date: 17/11/2025 11:54:38		Service: Highway Defect		Subject: Carriageway Pothole Defect	
Site: 12319558 - DOCKENFIELD ROAD		DOCKENFIELD ROAD		76C84 AL 07			
Location: INCIDENT DETAILS: Nearest reference point: Markham Travelling from: DOCKENFIELD Travelling to: BUCKS HORN OAK onwards		Description: INCIDENT DETAILS: Incident date: 02/11/2025 Incident time: 13:00 Details of incident: Driving towards Bucks Horn Oak on Dockenfield St 13.00hrs 02/11/2025 30mph and after crowning bend forced to adopt full road width to avoid oncoming vehicle overtaking cyclist at wide berth. Front nearside wheel pulled into deep jagged pothole causing wheel rim damage and exploded tyre. Approx location [REDACTED] Dockenfield Street GU10 4LP - explanatory images available Weather conditions: dry cloudy Route travelled before: Yes Speed of travel: 30mph Any road works or restrictions: No DEFECT DETAILS: Defect description: Pothole 6 inches deep - Width 21 inches Length - 12 length Prior awareness of defect: No Issue reported: No Date reported: Reference number: Issue resolved: No Date resolved:				Please Select	
Relevant Yes No						Please Select	

Enq Status Name	Status Notes	Logged Date
Works Completed	Job 22372490 - C Contractor Completed	17/11/2025 15:57:43
Enquiry Updated	Hi HOC inspected site. defect has been treated via dragon patching job: Job: 22372490. No measurements available. No maintenance work required.	17/11/2025 15:18:55
Validated	Relates to Claim -21833214 Pls can this be inspect so the claim can process	17/11/2025 11:59:23
Enquiry Raised		17/11/2025 11:55:24
Enquiry Raised		17/11/2025 11:54:38

Enquiry and Status History Report

Page 63 of 64

Enquiry No. 7182578 **Enquiry Date:** 24/09/2025 15:18:23 **Service:** DMT Correspondence **Subject:** US - Highways
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: junction (A325 Binsted Rd and Dockenfield St) **Description:** [REDACTED] contacted Cllr Adams-King on behalf of [REDACTED] in regards to worn out road markings . relates to 21820821

Relevant
Yes
No

Eng Status Name	Status Notes	Logged Date
Enquiry Resolved	PA confirmed they would let the MP office know - enquiry closed pending further correspondence.	17/03/2026 09:11:19
Enquiry Updated	response passed to PA not full draft	13/03/2026 13:23:27
Enquiry Updated	Ready to draft - works completed 02/03	13/03/2026 10:47:44
Enquiry Updated	job notes shows job was completed on 2nd March 2026	13/03/2026 09:29:23
Enquiry Updated	Request for update sent to M Group 05/03	05/03/2026 13:06:37
Enquiry Updated	Request for update sent to M Group	26/02/2026 12:34:20
Enquiry Updated	Holding email sent 06/02	06/02/2026 13:11:37
Enquiry Updated	Request for holding email sent to PA 05/02	05/02/2026 12:26:48
Enquiry Updated	chase recieved from MP via PA - email sent to officer for chase 27/01	27/01/2026 11:06:02
Enquiry Updated	Chase sent 23/01/2026	23/01/2026 10:25:36
Enquiry Updated	As per email to M Group requesting a date of works for job reference 22376454.	31/12/2025 10:06:03
CUST Re-opened - comment added	Method of contact: delete as appropriate leave the brackets. (Email) Reason for follow up: Further correspondence received 31/12	31/12/2025 09:56:59
Enquiry Resolved	response sent 14/10	14/10/2025 11:05:52
Enquiry Updated	draft passed to PA 10/10	10/10/2025 10:01:40
Enquiry Updated	approved draft ready to go to Patrick	10/10/2025 09:10:08
Enquiry Updated	Draft sent for approval	09/10/2025 10:22:59
Enquiry Updated	Response from officer ready to draft 24/09	24/09/2025 16:04:04
Enquiry Updated	as per email to [REDACTED]	24/09/2025 15:30:09

Enquiry and Status History Report

Page 64 of 64

Enquiry No. 7182578 **Enquiry Date:** 24/09/2025 15:18:23 **Service:** DMT Correspondence **Subject:** US - Highways
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: junction (A325 Binsted Rd and Dockenfield St) **Description:** [REDACTED] contacted Cllr Adams-King on behalf of [REDACTED] in regards to worn out road markings . relates to 21820821

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Enquiry Raised		24/09/2025 15:24:41
Enquiry Raised		24/09/2025 15:18:23

Enquiry No. 7182476 **Enquiry Date:** 23/09/2025 11:48:16 **Service:** Highway Management **Subject:** Other Hwy Mgt
Site: 12319558 - DOCKENFIELD ROAD DOCKENFIELD ROAD 76C84 AL 07
Location: ;The junction of Binsted Rd A325 and Dockenfield St **Description:** Linked to BAU: 21820821 On 27/08/2025 I informed HCC Highway department of faded road markings at a busy junction (A325 Binsted Rd and Dockenfield St) leading to near head-on collisions that I have witnessed and experienced between cars turning right off the A325 onto Binsted Rd and right off the A325 onto Dockenfield St (ref Enquiry 21820821). The response to my enquiry stated that the site had been inspected and that no further action would be taken by HCC Highways. I do not believe that any competent person could have visited the site and come to the conclusion that no further action is to be taken by HCC Highways. I would like to see a copy of the site visit report please. Tell us how you think we could put things right: 1) Examine the way that online enquiries to HCC Highways department are assessed prioritised and closed down (this would involve re-evaluating your risk-based safety criteria and/or further training for staff that assess online enquiries). 2) I

Relevant

Yes

No

Enq Status Name	Status Notes	Logged Date
Enquiry Resolved	Resolved as we are acting on the BAU and within 20 working days - FOI is with the correct team respond in due course.	23/09/2025 12:07:34
Enquiry Raised	Notes as raising this enquiry Confirm (audit) noted the reference number provided in the reply to the customer was for the job due in question and not their BAU reference number. Should customer question this we can explain further - the rest of the enquiry still stands - this was an admin error.	23/09/2025 11:48:16