

63303 Road Defect 102000229869

On 19/3/2026 I reported a road defect using the online facility. Your reference is 102000229869. I did not receive any update but, looking at your website, it states 'Case closed: Case already closed on Confirm'.

I don't know what that means. No repair has been carried out, as far as I can tell.

I would like to know whether you do intend to carry out a repair and, if so, a likely timescale.

Report reference 102000229869 was inspected on 23/03/2026 and the report was closed with 'No Actionable Issue' status. This would trigger an automated e-mail response advising the following:

*"A roads inspector has visited the location and assessed this issue. We'll continue to monitor it as part of our programmed inspections and will take action if it deteriorates further."*

Therefore, following the report, the location was inspected and no defects that met the actionable criteria were identified in the location.

According to the records, the report was processed correctly and the status applied at the time of the inspection should have triggered the automated e-mail notification. If this has not been received, we advise that you check you Spam/Junk folders.