

Dear [Name removed under the Data Protection Act]

RE: M25 POTHOLE

I am writing to confirm that we have now completed our search for the information which you requested on 21 April.

On the 21 April 2009 between Junctions 15 and 31 the Highways Agency had four potholes recorded.

This figure relates to what the Highways Agency terms as Category 1 defects. For a pothole this is typically defined as one which is 40mm deep or greater and larger than 100mm x 100mm.

Three of the potholes were repaired on the 21 April which was the day they had been reported. The other pothole was reported late on the 20 April and that was also repaired on the 21 April.

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. We will, therefore, be simultaneously releasing to the public the information you requested, together with any related information that will provide a key to its wider context via our website:
<http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request, you may ask for an internal review. A leaflet detailing our internal review process is available. If you require a copy, please phone the Highways Agency Information Line on 08457 50 40 30; or e-mail ha_info@highways.gsi.gov.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

[Name removed under the Data Protection Act]

