

**From:** Foi Enquiries  
**Sent:** 10 April 2019 16:03  
**To:** [REDACTED]  
**Subject:** EIR-19-0448 - Inspection - Whitestripes Avenue  
**Attachments:** V2 - Further Information - Right to Review & Appeal.pdf; EIR-19-0448 - Whitestripes Avenue Reports.pdf

Dear [REDACTED],

Thank you for your information request of 25 March 2019. Aberdeen City Council (ACC) has completed the necessary search for the information requested. Our response is now detailed below.

Zurich Reference: [REDACTED]

**Reference:** [REDACTED] **& Reference:** [REDACTED]

**Whitestripes Avenue**

**Date of incident: 3 February 2019**

**1. Can you advise what dates inspection of the site have been carried out for the last 6 months at the incident site? Are there any procedural records of these inspections, that may be provided as evidence?**

Please see the attached report under 'condition survey'.

**2. Your conclusion states that no other complaints were reported, however I could not report the location of the pot hole due to an already existing report on the City Council web page. I was given an email (Reference: FS-Case-104668933) stating this to be the case. Can you advise when this previous case was reported and if it predates the quoted inspection date of 09/01/2019.**

Please see attached reports for Whitestripes Avenue under 'customer services'.

**3. Can you advise if your client has any requirements or written guidelines pertaining to the assessment of repairing a pot hole. What are the acceptable minimum requirements the road condition must meet before any liability can reasonably be dismissed. At what criteria does a pot hole mandate an immediate repair?**

Please see the link below to the Road Safety Inspection Manual. Please see pages 10 and 11 of the Road Safety Inspection Manual.

<https://committees.aberdeencity.gov.uk/documents/s87506/Road%20Safety%20Inspection%20Manual%202018%20Final%20-%20Appendix%202.pdf>

**4. The road appears to have been repaired since my Incident date and subsequent claim. Can you provide details on this repair regarding the date of any initial inspections and when work was conducted.**

Please see attached reports under condition survey and maintenance management.

Please note that third party names and personal details, as well as the names of ACC Officers who are below Head of Service level have been redacted from the attached Site History Report. This is because ACC considers that this information is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby give notice that we are refusing your request under the terms of Regulation 11(2) in conjunction with 11(3)(a)(i) – Personal Information - of the EIRs.

In making this decision ACC considered the following points:

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, of which the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as we consider that disclosure of this information would be a breach of the 'lawfulness, fairness and transparency' principle. These individuals have not consented to the disclosure of this information and ACC does not consider that they would expect ACC to release this information about them into the public domain under the FOISA.

## **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

We hope this helps with your request.

Yours sincerely,

Grant Webster  
Access to Information Officer

**Grant Webster** | Access to Information Officer

Aberdeen City Council | Access to Information Team | Customer Feedback | Customer  
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Effective: 03/08/2018 to 15/02/2019  
 Contract: Roads Contract (General Maint) (RD01)  
 Site: WHITESTRIPES AVENUE (7602015)

Service: Roads  
 Display Action Officer: No

Site: WHITESTRIPES AVENUE (7602015)

Locality: BRIDGE OF DON, ABERDEEN, ABERDEEN CITY

Area: Aberdeen North

**Condition Survey**

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
<b>Asset:</b>	1,000.00	<b>Asset - Locn.:</b>	N/03/2484 - WHITESTRIPES AVENUE	<b>Feature Type:</b>	RDS Road Section		<b>Area:</b>	Aberdeen North
<b>Batch:</b>	564265 - Inspection Batch			<b>Route:</b>	Adhoc Inspection Roads		<b>Date:</b>	12/02/2019
470774	Repair three potholes of various size, largest 1.2m x 540 x 43mm ( sunken pothole repair)	12/02/2019	Next to lampost no.9	Pot Hole	Internal		Committed	728603
<b>Batch:</b>	564081 - Inspection Batch			<b>Route:</b>	Week: 03 - Area: 03		<b>Date:</b>	06/02/2019
470728	Fill six potholes of various size, largest 400 x 250 x 45 approx	06/02/2019	From opposite lampost no.6 to lampost no.9	Pot Hole	Internal		Committed	728511
<b>Batch:</b>	563158 - Inspection Batch			<b>Route:</b>	Week: 47 - Area: 03		<b>Date:</b>	09/01/2019
470475	Repair small area of surface damage to carriageway, 400 x 250 x 40 approx.	09/01/2019	Across from lampost no. 31	Pot Hole	Internal		Committed	728036
<b>Batch:</b>	562966 - Inspection Batch			<b>Route:</b>	Adhoc Inspection Roads		<b>Date:</b>	03/01/2019
470464	Fill pothole, 600 x 300 x 45 approx at lampost no.8	03/01/2019	Whitestripes Drive AB22 8WH -- White stripes avenue pothole in north bound carriage way	Pot Hole	Internal		Committed	727873
<b>Batch:</b>	561614 - Inspection Batch			<b>Route:</b>	Week: 39 - Area: 03		<b>Date:</b>	14/11/2018
	No actionable defects found							
<b>Batch:</b>	559491 - Inspection Batch			<b>Route:</b>	Week: 31 - Area: 03		<b>Date:</b>	20/09/2018
	No actionable defects found							
<b>Batch:</b>	558239 - Inspection Batch			<b>Route:</b>	Adhoc Inspection Roads		<b>Date:</b>	29/08/2018
469634	Repair surface damage to carriageway, 2m2 approx on both sides of carriageway.	29/08/2018	Between lampost nos. 7-12	Sunken Carriageway	Internal		Committed	725955
<b>Asset:</b>	1,001.00	<b>Asset - Locn.:</b>	1 - Grass verge	<b>Feature Type:</b>	RDS Verge		<b>Area:</b>	Aberdeen North
<b>Batch:</b>	564082 - Inspection Batch			<b>Route:</b>	Week: 03 - Area: 03		<b>Date:</b>	06/02/2019
	No actionable defects found							
<b>Batch:</b>	563159 - Inspection Batch			<b>Route:</b>	Week: 47 - Area: 03		<b>Date:</b>	09/01/2019
	No actionable defects found							
<b>Batch:</b>	561615 - Inspection Batch			<b>Route:</b>	Week: 39 - Area: 03		<b>Date:</b>	14/11/2018
	No actionable defects found							
<b>Batch:</b>	559492 - Inspection Batch			<b>Route:</b>	Week: 31 - Area: 03		<b>Date:</b>	20/09/2018
	No actionable defects found							
<b>Asset:</b>	1,003.00	<b>Asset - Locn.:</b>	1 - Footway	<b>Feature Type:</b>	RDS Footway		<b>Area:</b>	Aberdeen North
<b>Batch:</b>	564083 - Inspection Batch			<b>Route:</b>	Week: 03 - Area: 03		<b>Date:</b>	06/02/2019
	No actionable defects found							
<b>Batch:</b>	563160 - Inspection Batch			<b>Route:</b>	Week: 47 - Area: 03		<b>Date:</b>	09/01/2019
	No actionable defects found							

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 Display Action Officer: No

### Condition Survey

Defect No:	Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset: 1,003.00	Asset - Locn.: 1 - Footway			Feature Type: RDS Footway			Area: Aberdeen North	
Batch: 581616	Inspection Batch			Route: Week: 39 - Area: 03				Date: 14/11/2018
No actionable defects found								
Batch: 559493	Inspection Batch			Route: Week: 31 - Area: 03				Date: 20/09/2018
No actionable defects found								
Asset: 1,011.00	Asset - Locn.: 1 - Hard Landscaping			Feature Type: RDS Hard Landscaping			Area: Aberdeen North	
Batch: 564084	Inspection Batch			Route: Week: 03 - Area: 03				Date: 06/02/2019
No actionable defects found								
Batch: 563161	Inspection Batch			Route: Week: 47 - Area: 03				Date: 09/01/2019
No actionable defects found								
Batch: 561617	Inspection Batch			Route: Week: 39 - Area: 03				Date: 14/11/2018
No actionable defects found								
Batch: 559494	Inspection Batch			Route: Week: 31 - Area: 03				Date: 20/09/2018
No actionable defects found								
Asset: 200,001.00	Asset - Locn.: Ro 45 Middleton Circle			Feature Type: Fagus sylvatica			Area: Aberdeen North	
Batch: 400361	Inspection Batch			Route: Adhoc Inspection - Arboricultu				Date: 21/01/2019
No actionable defects found								

### Customer Services

Enquiry No.: 50108700	Logged by: Contact Centre	on: 07/02/2019 00:00	
Service: Roads	Subject: Pot Hole - Road	Classification: Enquiry	Enquiry Ref: FS-Case-105012432
Desc.: Potholes.			
Location: 37 Buckie Walk, Aberdeen, United Kingdom, AB22 8DF – On Whitestripes Avenue in between Whitestripes Road and Laverock Braes Road	Contact:		
Enquiry No.: 50107766	Logged by: Contact Centre	on: 14/01/2019 00:00	
Service: Roads	Subject: Roads General Enquiry	Classification: Enquiry	Enquiry Ref: FS-Case-102465318
Desc.: Have reported this to the council on several limes by e mail and phone call. This road from just past the new gala homes from whtiesripes up until the junction at jesmond drive to whre me pelican crossing is needs resurfaced			
Location: Middleton Close AB22 8HU – This road from just past the new gala homes from whtiesripes up until the junction at jesmond drive to whre me pelican crossing is	Contact:		
Enquiry No.: 50107276	Logged by: Contact Centre	on: 31/12/2018 00:00	
Service: Roads	Subject: Pot Hole - Road	Classification: Enquiry	Enquiry Ref: FS-Case-100957664
Desc.: Pothole beside Middleton circle Entrance on white stripes avenue north bound carriage way			
Location: Whitestripes Drive AB22 8WH – White stripes avenue pothole in north bound carriage way	Contact:		
Plot Number: 1,000.00	Feature Id - Location: N/03/2484 - WHITESTRIPES AVENUE	Feature Type: RDS Road Section	
Job Number: 727873	Defect Number: 470464		

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 Site: WHITESTRIPES AVENUE (7602015)

Service: Roads  
 Display Action Officer: No

### Customer Services

Enquiry No.: 50106509      Logged by: Contact Centre      on: 06/12/2018 00:00  
 Service: Roads      Subject: General Condition      Classification: Enquiry      Enquiry Ref: FS-Case-98686989  
 Desc.: Both sides of the road are in very poor condition due to the many temporary fixes of potholes and new ones appearing. In order to avoid both have to cycle almost in the middle of the road and as such have had many close calls and abuse from drivers. Safety issue  
 Location: Whitestripes Drive AB22 8WH – Both sides of Whitestripes Ave at and near the junction of Middleton Circle      Contact:

Enquiry No.: 50102956      Logged by: Contact Centre      on: 28/08/2018 00:00  
 Service: Roads      Subject: Pot Hole - Road      Classification: Enquiry      Enquiry Ref: FS-Case-86142925  
 Desc.: Road surface has completely failed and needs urgent action, mainly at entrance to junction.  
 Location: Whitestripes Avenue AB22 8LF – A whole stretch of the road is uneven and split and will cause damage to cars and other vehicles soon.      Contact:

Plot Number: 1,000.00      Feature Id - Location: N/03/2484 - WHITESTRIPES AVENUE      Feature Type: RDS Road Section  
 Job Number: 725955      Defect Number: 469634

### Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order
	Asset: 1,000.00	Asset - Locn.: N/03/2484 - WHITESTRIPES AVENUE		Feature Type: RDS Road Section		Area: Aberdeen North	
725955	Repair surface damage to carriageway, 2m2 approx on both sides of carriageway. (Sunken Carriageway)	Between lampost nos. 7-12	.RD 14 Day	Contractor Completed	29/08/2018	05/09/2018	Act. RD01/32107
727873	Fill pothole, 600 x 300 x 45 approx at lampost no.8 (Pot Hole)	Whitestripes Drive AB22 8WH – White stripes avenue pothole in north bound carriage way	.RD 2 Day	Contractor Completed	03/01/2019	04/01/2019	Act. RD01/33376
728036	Repair small area of surface damage to carriageway, 400 x 250 x 40 approx. (Pot Hole)	Across from lampost no. 31	.RD 7 Day	Contractor Completed	09/01/2019	09/01/2019	Act. RD01/33396
728511	Fill six potholes of various size, largest 400 x 250 x 45 approx (Pot Hole)	From opposite lampost no.6 to lampost no.9	.RD 7 Day	Contractor Completed	06/02/2019	06/02/2019	Act. RD01/33699
728603	Repair three potholes of various size, largest 1.2m x 540 x 43mm ( sunken pothole repair) (Pot Hole)	Next to lampost no.9	.RD 2 Day	Contractor Completed	12/02/2019	12/02/2019	Act. RD01/33750
	Asset: 1,007.00	Asset - Locn.: 3 - Jesmond Avenue North to Buckie Road-Footway		Feature Type: RDS Footway		Area: Aberdeen North	
55195	Cut out and patch on bitmac f/p = At L/Standard No 14 1m x 300mm and 500mm x 500mm (Tree Root Damage)		.RD 14 Day	Job Closed	02/10/2008	15/10/2008	Est.