

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-0532 - Pothole Claims
Date: 12 April 2017 14:40:03
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[EIR_17_0532_KirkBraeReports_Redacted.pdf](#)

Dear [REDACTED],

Thank you for your information request of 3 April 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Can you please provide me with all Inspection reports, work orders & customer enquiries completed between 1 – 9th February 2017 in the area of Kirk Brae and Kingshill Road (just leaving Cults towards Kingswells)?

Please see documents attached, although please note there was not an inspection carried out between 1st to the 9th of February, so I have attached inspection reports from the last routine inspection which was 16/01/2017.

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 (blacked out) from the attached reports. 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) 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, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully). Third parties and ACC Officers who are below Head of Service level named within the attached documents would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

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.

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*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.

Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk

Effective: 15/01/2017 to 10/02/2017
 Contract: Roads Contract (General Main) (RD01)
 Site: KIRK BRAE (7600214)

Service: Footways
 Display Action Officer: No

Site: KIRK BRAE (7600214)

Locality: CULTS, ABERDEEN, ABERDEEN CITY

Area: Aberdeen South

Condition Survey

Defect No: Description	Log Date	Location	Defect Type	Class.	Organisation	Status	Job No.
Asset: 1,000.00	Asset - Locn.: S/221404 - KIRKBRAE		Feature Type: RDS Road Section			Area: Aberdeen South	
Batch: 524822 - Inspection Batch			Route: Adhoc Inspection				Date: 01/02/2017
462418 Repair pothole 700x 600 x 60.	01/02/2017	Adjacent to gully on Southbound carriageway outside house called WOODLEY.	Pot Hole	Internal		Committed	711879
Batch: 523788 - Inspection Batch			Route: Week: 39 - Area: 22				Date: 16/01/2017
No actionable defects found			Feature Type: RDS Verge			Area: Aberdeen South	
Asset: 1,002.00	Asset - Locn.: 1 - Grass verge		Route: Week: 39 - Area: 22				Date: 16/01/2017
Batch: 523789 - Inspection Batch			Feature Type: RDS Footway			Area: Aberdeen South	
No actionable defects found			Route: Week: 39 - Area: 22				Date: 16/01/2017
Asset: 1,009.00	Asset - Locn.: 1 - Footway						
Batch: 523790 - Inspection Batch							
No actionable defects found							

Maintenance Management

Job No.	Description	Location	Priority	Job Status	Entered	Completion	Works Order
64488	loose gully frame (Iron Works)	Asset - Locn.: S/221404 - KIRKBRAE opposite junction with Friarsfield road	.RD 28 Day	Job Cancelled	26/10/2009		
710962	Repair approx' 10 square metres of damaged carriageway surface.	Between junctions with Countesswells Road and Friarsfield Road.	.RD 14 Day	Order Printed	09/01/2017	23/01/2017	Est. RD01/25651
711879	Repair pothole 700x 600 x 60. (Pot Hole)	Adjacent to gully on Southbound carriageway outside house called WOODLEY.	.RD 2 Day	Contractor Completed	01/02/2017	01/02/2017	Act. RD01/25947
712125	Call-Out 7/21/7 - 18.45 - repaired pothole done by ss/jw	100m north of ladyhill	.RD Emergency	Contractor Completed	08/02/2017	07/02/2017	Act.
712256	Find and fix 4 potholes repaired by	ols 74, opp ladyhill road jctn. north of 30/40 speed limit signs	.Routine Maintenance	Contractor Completed	10/02/2017	10/02/2017	Act.
Asset: 1,009.00	Asset - Locn.: 1 - Footway		Feature Type: RDS Footway			Area: Aberdeen South	
64791	area of subsidence approx' 0.25 cubic metres (Pot Hole)	outside number 48 on footway	.RD 7 Day	Job Closed	04/11/2009		

Effective: 15/01/2017 to 10/02/2017

Service: Roads

Display Action Officer: No

Site: KIRK BRAE (7600214)

Site: KIRK BRAE (7600214)

Locality: CULTS, ABERDEEN, ABERDEEN CITY

Area: Aberdeen South

Customer Services

Enquiry No.: 688360

Logged by: Contact Centre

on: 09/02/2017 15:54

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADSD29145

Site (Street/Park/etc) : Kingwells to Cults Road corner entering forest

Location : Countesswells

Locational Details : Opposite side of road

First Type of Fault : Pothole

First Fault Details : Large pothole

Additional Information : Damaged to personal cars tyre and alloy and multiple online reports of similar cases. Right on the corner exiting the forest heading in the Kingwells direction.

Name : [REDACTED]

Address Line 1 : [REDACTED]

Address Line 2 : [REDACTED]

Postcode : [REDACTED]

Telephone Number : [REDACTED]

Location: Kingwells to Cults Road corner entering forest

Contact: [REDACTED]

Plot Number: 1.000.00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Enquiry No.: 688259

Logged by: Contact Centre

on: 09/02/2017 10:17

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADSD28142

Site (Street/Park/etc) : Kirkbrae, Cults.

Location : Kirkbrae, Cults. Towards Kingwells roundabout, 200 yds after Ladyhill Rd junction

Locational Details : Opposite side of road

First Type of Fault : Pothole

First Fault Details : dangerous, large pothole damaged wheel and tyre on car.

Additional Information : Pothole full of water, not visible to drivers. Difficult to avoid.

Name : [REDACTED]

Address Line 1 : [REDACTED]

Address Line 2 : [REDACTED]

Address Line 3 : [REDACTED]

Postcode : [REDACTED]

Telephone Number : [REDACTED]

Email Address : [REDACTED]

Location: Kirkbrae, Cults. Towards Kingwells roundabout, 200 yds after Ladyhill Rd junction

Contact: [REDACTED]

Effective: 15/01/2017 to 10/02/2017

Display Action Officer: No

Service: Roads

Site: KIRK BRAE (7600214)

Customer Services

Enquiry No.: 688081

Logged by: Contact Centre

on: 08/02/2017 09:54

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADSD29112

Site (Street/Park/etc) : Road

Location : Culter - Kingswells road (following on from Kirk brae)

Locational Details : Opposite side of road

First Type of Fault : Pothole

Additional Information : heading towards kingswells from culter via kirk brae, between leaving cults & heading up the backroad before the turn off to the new housing estate there are a number of potholes however one of them has caused my alloy to dent resulting in a new alloy being required.

Location: Cults - Kingshill Road - ST

Contact: [REDACTED]

Plot Number: 1,000 00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Enquiry No.: 688056

Logged by: Contact Centre

on: 07/02/2017 23:37

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: AO : ACC Roads Response service.

Reference No : ROADSD29098

Site (Street/Park/etc) : Road from Cults to Kingswells

Location : Abt 1 mile from Cults on a series of bands, under trees.

Locational Details : Opposite side of road

First Type of Fault : Pothole

Additional Information : Driving home at 6 pm hit the above reported pot hole. Hole is filled with water so cannot be seen in the dark.

Name : [REDACTED]

Address Line 1 : [REDACTED]

Address Line 2 : [REDACTED]

Postcode : [REDACTED]

Telephone Number : [REDACTED]

Email Address : [REDACTED]

Location: Cults to Kingswells road

Contact: [REDACTED]

Plot Number: 1,000 00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Enquiry No.: 688056

Logged by: Contact Centre

on: 07/02/2017 23:13

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADSD29100

Site (Street/Park/etc) : Kirk Brae from Cults to Kingswells

Location : Just after the Ladyhill Road junction when heading towards Kingswells

First Type of Fault : Pothole

First Fault Details : Caused damage to wheel & amp; tyre

Additional Information : On the LHS of road, but obscured in a puddle. It has burst my tyre & amp; damaged the wheel.

Location: KIRK BRAE

Contact: [REDACTED]

Plot Number: 1,000 00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Effective: 15/01/2017 to 10/02/2017

Service: Roads

Display Action Officer: No

Site: KIRK BRAE (7600214)

Customer Services

Enquiry No.: 688055

Logged by: Contact Centre

on: 07/02/2017 23:08

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADS29099

Site (Street/Park/etc) : Street

Location : Kirk Brae just past the opening to Ladyhill Road on the north bound lane.

First Type of Fault : Pothole

First Fault Details : Huge pothole has opened up. Can only be avoided by moving into opposite lane.

Additional Information : I just hit the pothole at approximately 35mph and it has punctured my tyre. You are on it before you know it giving no time to avoid and if you can you need to move into oncoming traffic. Extremely dangerous on an unlit road and a fast bend. Can you please send me a claims form

Location: KIRK BRAE

Contact: [REDACTED]

Plot Number: 1,000,00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Enquiry No.: 688054

Logged by: Contact Centre

on: 07/02/2017 22:53

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADS29097

Site (Street/Park/etc) : road near ladyhill junction

Location : road between culis and kingswells

Location Details : Opposite side of road

First Type of Fault : Pothole

First Fault Details : massive pothole

Additional Information : has damaged my car!! on left hand side carriageway when travelling from culis to kingswells. Just beyond junction with ladyhill road. no road lighting and therefore can be seen. 7 Feb 2017 18 09pm

Location: LADYHILL ROAD

Contact: [REDACTED]

Plot Number: 1,000,00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Enquiry No.: 688053

Logged by: Contact Centre

on: 07/02/2017 22:48

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADS29096

Site (Street/Park/etc) : Kirk Brae to Blacktop Road

Location : close to Ladyhill Junction

First Type of Fault : Pothole

First Fault Details : Very bad pothole - damaging peoples vehicles - road until so not visible

Second Type of Fault : Pothole

Second Fault Details : Numerous other potholes - not great when it's a diversion route

Additional Information : At least two vehicles have pulled over owing to damage

Location: KIRK BRAE

Contact: [REDACTED]

Plot Number: 1,000,00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 712125

Effective: 15/01/2017 to 10/02/2017

Display Action Officer: No

Service: Roads
Site: KIRK BRAE (7600214)**Customer Services**

Enquiry No.: 688049
Service: Roads
Logged by: Contact Centre
Subject: General Enquiry

on: 07/02/2017 22:20
Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : ROADSS29094

Site (Street/Park/etc) : Kirk Brae, Culis

Location : In the forest section of the road, just after the Ladyhill Road junction, travelling towards Kingswells

First Type of Fault : Pothole

First Fault Details : Really deep pothole. Will seriously damage cars

Additional Information : Travelling up Kirk Brae from Culis, after passing Ladyhill Road on the left, road twists through the forest. Huge bang as my car hit the deep pothole. Very dangerous. Needs immediate repair. Will cause a crash

Location: KIRK BRAE

Contact: [REDACTED]

Plot Number: 1,000,00
Job Number: 712125
Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Enquiry No.: 688035
Service: Roads
Logged by: Contact Centre
Subject: General Enquiry

on: 07/02/2017 18:26
Classification: Defect Report

Enquiry Ref:

Desc.: ON ROAD BETWEEN COUNTESSELLS AND KINGSWELLS, AS YOU EXIT FOREST NEXT TO CULTS GOING TOWARDS KINGSWELLS. LARGE POT HOLE HAS PUNCTURED TYRE. OOH TEAM CALLED IN EMERGENCY, TO BE FOLLOWED UP BY ROADS TEAM TOMORROW.

Location: COUNTESSELLS ROAD

Contact: [REDACTED]

Plot Number: 1,000,00
Job Number: 712125
Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Enquiry No.: 688032
Service: Roads
Logged by: Contact Centre
Subject: General Enquiry

on: 07/02/2017 17:12
Classification: Defect Report

Enquiry Ref:

Desc.: Pothole in road - [REDACTED]
Location: Kirk Brae - approx 1 mile from Culis toward new development

Contact: [REDACTED]

Plot Number: 1,000,00
Job Number: 712125
Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Enquiry No.: 687784
Service: Roads
Logged by: Contact Centre
Subject: Claims - Roads

on: 06/02/2017 13:26
Classification: Claim

Enquiry Ref:

Desc.: CAR DAMAGED ON WEDNESDAY 1ST FEB. POT HOLE AT THE BEGINNING OF KIRK BRAE AT THE COUNTESSELLS END. CAR REG [REDACTED] REQUIRED 2 NEW TYRES AND A NEW WHEEL AND WHEEL ALIGNMENT WAS DONE [REDACTED]

Location: KIRK BRAE/COUNTESSELLS ROAD

Contact: [REDACTED]

Enquiry No.: 687613
Service: Roads
Logged by: Contact Centre
Subject: Claims - Roads

on: 03/02/2017 15:06
Classification: Claim

Enquiry Ref:

Desc.: Hit a pothole on Wednesday 1st February at approx. Barn, burst his tyre and damaged the wheel - wants a claim for sent out - [REDACTED]
Location: Kirk Brae - at top

Contact: [REDACTED]

Enquiry No.: 687398
Service: Roads
Logged by: Contact Centre
Subject: Pot Hole - Road

on: 01/02/2017 17:28
Classification: Enquiry

Enquiry Ref:

Desc.: ROADSS29047

Site (Street/Park/etc) : Road

Location : Back road Kingswells to Culis. Heading out of woods into Culis towards Kirk Brae, large pothole on left hand side of road. Quite a few cars with burst tyres today.

First Type of Fault : Pothole

Additional Information : Pictures taken of pothole

Location: back road KINGSWELLS TO CULTS

Contact: [REDACTED]

Plot Number: 1,000,00
Job Number: 711879
Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Effective: 15/01/2017 to 10/02/2017

Service: Roads

Display Action Officer: No

Site: KIRK BRAE (7600214)

Customer Services

Enquiry No.: 687322

Logged by: Contact Centre

on: 01/02/2017 11:45

Service: Roads

Subject: Pot Hole - Road

Classification: Enquiry

Enquiry Ref:

Desc.: Reference No : ROADSD29041

Site (Street/Park/etc) : Road

Location : Kirk Brae, Culis

Locational Details : Opposite side of road

First Type of Fault : Pot hole

First Fault Details : Coming from Kingswells just at the edge of the Forest opening onto Kirk Brae, Culis

Second Type of Fault : Poor Road Surface

Second Fault Details : Additional Information : I burst a tyre this morning and damaged my steering on a Pot hole - 23 inches wide starting at the nearside of the road toward the middle of the road, 3.5 inches deep. A number of cars burst tyres after me this morning at Barn, 1st Feb.

Name : [REDACTED]

Address Line 1 : [REDACTED]

Postcode : [REDACTED]

Telephone Number : [REDACTED]

Email Address : [REDACTED]

Location: KIRK BRAE, Coming from Kingswells just after the Forest on Kirk Brae

Contact: [REDACTED]

Plot Number: 1,000,00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 711879

Enquiry No.: 687287

Logged by: Contact Centre

on: 01/02/2017 09:48

Service: Roads

Subject: Pot Hole - Road

Classification: Enquiry

Enquiry Ref:

Desc.: Reference No : ROADSD29037

Site (Street/Park/etc) : Kirk Brae

Location : Culis

First Type of Fault : Pot hole

First Fault Details : Large pothole on left side of road. Can cause damage to tyres.

Additional Information : Pothole located more on the left hand side of road as entering Culis, just before the 8apos;30&apos; sign change in speed, that brings you to Kirk Brae. Quite a big pothole.

Name : [REDACTED]

Address Line 1 : [REDACTED]

Address Line 2 : [REDACTED]

Telephone Number : [REDACTED]

Email Address : [REDACTED]

Location: KIRK BRAE more on the left hand side of road as entering Culis, just before the 8apos;30&apos; sign change in speed, that brings you to Kirk Brae.

Contact: [REDACTED]

Plot Number: 1,000,00

Feature Id - Location: S/22/1404 - KIRKBRAE

Feature Type: RDS Road Section

Job Number: 711879

Enquiry No.: 686060

Logged by: Contact Centre

on: 19/01/2017 11:07

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: THE HEDGES AND TREES ARE SO OVER GROWN THAT [REDACTED] HAD TO PUSH HER SONS WHEELCHAIR IN THE ROAD .PLEASE ACTION ASAP

Location: KIRK BRAE - PATHS - DW

Contact: [REDACTED]

Enquiry No.: 686059

Logged by: Contact Centre

on: 19/01/2017 11:04

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: THE JUNCTION AT THE END OF THE STREET IS SO OVERGROWN WITH TREES AND BUSHES .YOU CAN NOT SEE UP AND DOWN THE ROAD TO PULL OUT .A DEAD TREE IS IN THE WAY OFF SEEING ONCOMING TRAFFIC

Location: CRAIGBANK HOUSE KIRK BRAE - TREES AND OVERGROWN BUSHES - DW

Contact: [REDACTED]

Effective: 15/01/2017 to 10/02/2017
Display Action Officer: No

Service: Roads
Site: KIRK BRAE (7600214)

Customer Services

Enquiry No.: 686037	Logged by: Contact Centre	on: 19/01/2017 09:46	Enquiry Ref:
Service: Roads	Subject: Pot Hole - Road	Classification: Enquiry	
Desc.: Reference No: ROADSS28967. Site (Street/Park/etc): Kirk Brae. Location: LH corner after coming out of Cults. Locational Details: Opposite side of road. First Type of Fault: Polihole. First Fault Details: VERY poor road surface at side of road at this corner. Additional Information: VERY poor road surface on the LH side of the road as you come out of Cults, numerous potholes and very poor surface			
Name: [REDACTED]	Address Line 1: [REDACTED]	Address Line 2: [REDACTED]	Postcode: [REDACTED]
Location: KIRK BRAE, CULTS - ROADSS28967 - AB	Contact: [REDACTED]		Email Address: [REDACTED]
Plot Number: 1,000 00	Feature Id - Location: S/22/1404 - KIRKBRAE	Feature Type: RDS Road Section	
Job Number: 710962			

(712125)



ABERDEEN
CITY COUNCIL

Roads Operations
Enterprise, Planning and Infrastructure
Aberdeen City Council
Tulloch Roads Depot
Craigshaw Drive
Aberdeen
AB12 3AL

Incident Report

Date7-2-17.....		Location of Incident
Arrived on site1845.....		KIRKBRIDE @ 100M NORTH OF LADY MILL
Left site1900.....		
Incident type		Originator of Callout Message & time received
POTHOLE		RCC 1815
Vehicles / Plant used	Plant TypeLOKKY.....	
	Plant Number4702.....	
Material used & quantity (eg sand, Vialfix, absorbent granules)	VIAFIX X 7 BAGS	
Cones / Signs / Barriers used & quantity	N/A	
Action Taken & any further action required	FILLED HOLE!	
Any other information (eg Vehicle registration number or Police Office number)	N/A	

NAME..... SIGNATURE.....