

Pothole Damage

Claims explained



Council has limited liability for damages resulting from potholes or any other hazards which arise from wear and tear.

The road network in Queensland is governed by the *Civil Liability Act 2003*.

Council conducts regular inspections of its road network and we ask residents to inform us of any roads that may have been damaged by phoning 1300 MACKAY (1300 622 529), by emailing council@mackay.qld.gov.au or visiting mackay.qld.gov.au to report an issue.

Claims are seldom successful

Council can only potentially be held liable for damages if we are made aware of damage and have done nothing to address the situation within a reasonable time frame and within council's ability in terms of resources.

To make a claim please provide:

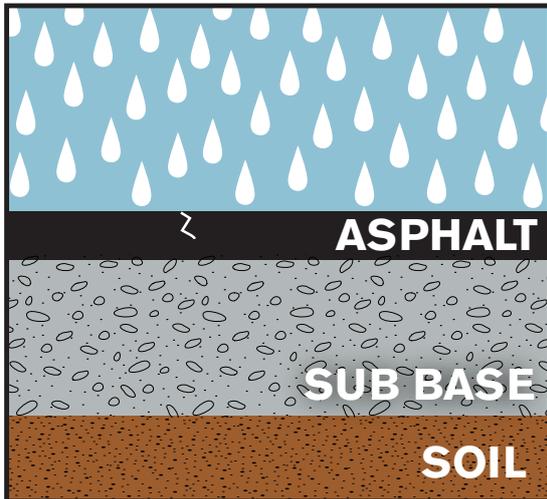
- two quotes for repair of the damage
- write a "Letter of Demand" to council and include the two (2) quotes
- it is advisable that no work on the vehicle is carried out until notified of your claim

Council roads

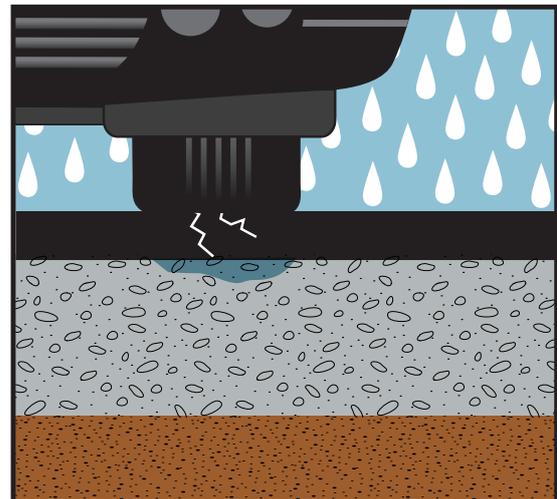
Residents should be aware that council is only responsible for the maintenance of gazetted local roads. The main highways and some major arterial roads are maintained by the Department of Main Roads and any claims relating to these major roads should be made submitted to them.

Council maintains a 3400 kilometre road network and is continually assessing damaged areas and prioritising repair work. Significant rain has an immediate impact on roads and we ask drivers to slow down, be mindful of the conditions and drive accordingly.

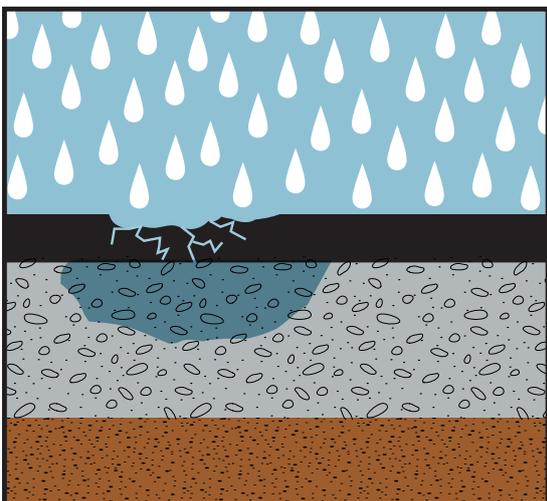
How potholes are formed



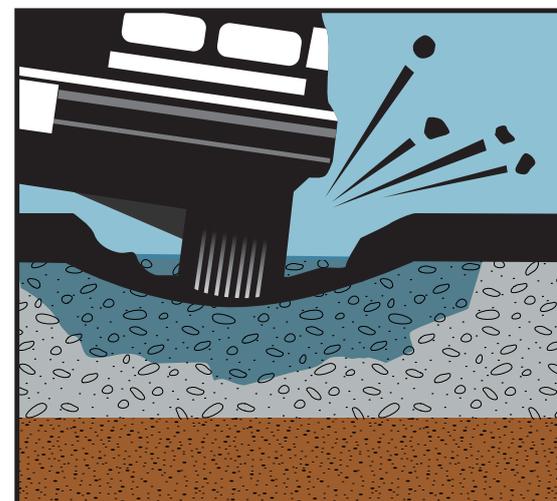
1 Potholes begin with a small crack or disruption to the top waterproof layer of the road.



2 The combination of rain and heavy traffic allows water to seep into the sub base layer.



3 Moisture in the sub-base layer weakens the structural foundation of the road and the surface layer continues to deteriorate.



4 Vehicles travelling over the weakened surface cause a pit to appear as the asphalt is worn away. A pothole is formed.