

[REDACTED]
[REDACTED]
[REDACTED]
Highways England
2nd Floor
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

2 May 2018

Dear [REDACTED]

Request for information – M2 Potholes

Thank you for your email of 5 April reporting a pothole on the inside lane of the M2 motorway between junctions 4 and 3. We have forwarded your details to our Claims Team and they will be contacting you shortly. If you need to contact them in the meantime their email address is REDCLAIMS_HAIL@highwaysengland.co.uk

Your request is being dealt with under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

I have attached a copy of an Excel spreadsheet which includes all the safety defects on this section between October 2017 and April 2018.

I have also attached a spreadsheet containing the number of potholes reported and repaired over the last four months between junctions 4 and 3 of the M2.

We are planning to carry out a resurfacing scheme on this section of the M2 in the 2021/22 financial year subject to funding.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.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 reference number CRS 761700 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted contact information]

