



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 New South Wales 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 4221 6111, emailing council@shellharbour.nsw.gov.au or by using our online Customer Request Form.

You can also download and use our Safer Roads Shellharbour App to report road damage onto your Android or iOS device by visiting the itunes or google play store.

Council roads

Council maintains a 371 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.

Should you wish to make a claim against Council, please provide:

- Two quotes for repair of the damage.
- Write a Letter of Demand to council and include the two (2) quotes.

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 timeframe and within council's ability in terms of resources.

**For more information call 4221 6111
or visit www.shellharbour.nsw.gov.au**