



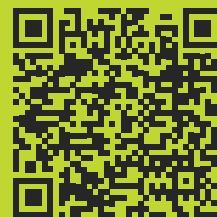
Nottingham City Council

Highway Defects & Potholes – Frequently Asked Questions (FAQs)

• How do I report a highway defect or pothole?

You can report a pothole quickly and easily using our online form:

 **Report a problem in your neighbourhood
- Nottingham City Council**



Once you have reported a pothole we will inspect within three working days.

If you provide your email address when submitting your report, we'll update you on what action was taken following inspection.



**Nottingham
City Council**



How long will it take to repair a highway defect or pothole I've reported?

Once inspected, potholes and defects are categorised, and either repaired or made safe within the following timescales:

- **Category 1E – Emergency:** 2-hour response
- **Category 1U – Urgent:** 36-hour response (2 working days)
- **Category 2A – Medium/high risk defect:** Repaired within 14 working days
- **Category 2C – Moderate safety hazard:** Repaired within 28 working days

We aim to complete permanent repairs on our first visit.

Temporary pothole repairs are only used when absolutely necessary to keep the road safe and where we are unable to make permanent repairs within required response periods.

If we do undertake temporary repairs, we aim to return to undertake a permanent patch repair.

Permanent repairs are where we cut out the failed area and patch repairs using hot materials rather than simply filling individual potholes.

This approach may mean some repairs take slightly longer than “find-and-fix” methods, but it results in a longer-lasting, higher-quality repair.



Our 4-Step Approach to Repairing Highway Defects or Potholes

1. **Inspection** – A Highways Inspector assesses the defect.
2. **Categorisation** – The pothole is prioritised based on risk, size and location.
3. **Temporary Repair (if required)** – Immediate risks may receive a temporary “fill” repair to keep the highway safe.
4. **Permanent Repair** – We return to carry out a cut-out patch repair or include the defect in a larger planned scheme.

When don't we return to do a permanent repair?

Some defects may be programmed as part of a wider resurfacing scheme at a later date.

To see whether a road is scheduled for improvement, visit

 [Highways Planned Maintenance Map - Transport Nottingham](#)



Why hasn't the pothole I reported been repaired?

For a pothole to be considered a safety defect, it must measure:

- At least 50mm deep in the road surface, or
- At least 25mm deep in a footway.

In line with the national code of practice, we use a risk-based approach when considering all defects.

This means that as well as the depths above our inspectors will also consider traffic volume, usage, network hierarchy, and local economic factors as part of their assessment.

All reported potholes are inspected. If they meet the criteria, they are assigned to one of the repair categories listed above.

If the pothole does not meet our criteria for safety repairs, it will continue to be monitored during routine inspections.


Who maintains the damaged road?

Not all roads are maintained by Nottingham City Council.

- Motorways and trunk roads (such as the A1, A46, A453, A52 and M1) are managed by **National Highways**:

Faults on these roads can be reported  [online](#) or by telephone: 0300 123 5000

- **Nottinghamshire County Council**: Please report issues to  [Report a pothole | Nottinghamshire County Council](#) or by telephoning 0300 500 8080.

- If you are unsure who maintains a road, please use the  [online address finder](#) before reporting.



Why are some potholes marked but not repaired straight away?

There are some potholes where a temporary fill is not possible for various operational reasons, e.g. where specialist equipment is required, or where there are specific traffic management requirements.

We always endeavour to make the necessary arrangements to address these as soon as possible.

What is a pothole and how do they form?

A pothole is a deep hole in the road surface.

They usually form when:

- Water enters small cracks in the road
- Temperatures drop and the water freezes



- The ice expands and weakens the surface
- Traffic passes over the weakened area
- The surface breaks away, forming a hole

Potholes can appear at any time of year but are most common in late winter and early spring.

How do you repair potholes?

Repair methods depend on the size and severity:

- **Small temporary potholes** – Repaired using cold bagged material that is poured in and compacted to make the road safe.
- **Larger potholes** – We cut out a section around the defect, remove old material and fill it with hot asphalt for a long-lasting repair. As part of this, we look at innovative sustainable methods to complete repairs where possible.
- **Multiple defects** – Roads with extensive damage may require patching or full resurfacing.

To see whether a road is scheduled for improvement, visit

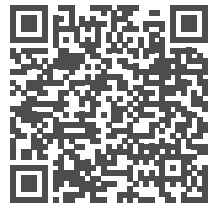
 [Highways Planned Maintenance Map - Transport Nottingham](#)



There have been potholes on my road for a while – when will they be repaired?

We may not yet be aware of the issue. Please report it using:

 [Report a problem in your neighbourhood - Nottingham City Council](#)



I pay road tax and fuel duty – why aren't roads in better condition?

Nottingham City Council does not receive funding directly from road tax or fuel duty. These taxes go to central government, and highway maintenance funding is allocated separately.

A team fixed one pothole but not another nearby – why?

There may be several reasons:

- The other pothole may not meet the safety intervention levels.
- Larger defects require different equipment and specialist teams.
- It may already be scheduled as part of a future programme of works.

All reported defects are inspected and prioritised accordingly.





How often do you inspect roads?

Every adopted road in Nottingham City is inspected at least once per year.

Inspection frequency depends on usage, please see below including examples:

- **Monthly** - Strategic roads & prestige areas, e.g. Clumber St/Bulwell Market
- **Quarterly** - Local link roads, e.g. Green Lane/Oakdale Road
- **Bi-annual** - Major residential roads, e.g. Brewsters Road/Beckhampton Road
- **Annual** – Minor residential roads

As we move into winter, we increase and redeploy resources to manage the higher number of defects that typically occur during colder months.

If you have further questions, please visit the [Nottingham City Council](#) website or report an issue online [Report a problem in your neighbourhood - Nottingham City Council](#)



*Scan for
Nottingham City
Council website*



*Scan to report a
problem in your
neighbourhood*



Related

- www.nottinghamcity.gov.uk/media/thxpr1k/nottingham-city-council-highway-safety-inspection-manual-2026.pdf

