

Report a Pothole or Pothole Related Damage

If you encounter a pothole on the streets of Norfolk, please contact the Department of Public Works to report the location of the defect in the road.

The DPW fixes all potholes they are aware of in short order, but since potholes are capable of forming in less than an hour, it is impossible for the DPW to have immediate knowledge of all potholes that form on the Town's 84 miles of roads.

The Department of Public Works strives to repairs potholes within 48 hours of receiving a notification. Even so, the DPW urges all drivers to exercise extreme caution when driving during the pothole season.

Town Accepted Streets - Contact the DPW office at (508) 528-4990 or at dpw@norfolk.ma.us

Unaccepted/Private Streets - Contact the DPW office. Responsibility varies from street to street.

State Roads (Dedham Street Route 1A) - Contact MassHighway at (857)-368-6999.

Pothole Claims

All damage claims are reported to the **Human Resources Department at (508) 440-2826** and submitted to insurance companies.

Claims for defects in or on public ways in Massachusetts are governed by M.G.L. Chapter 84, Section 15 which lays out a number of conditions necessary to establish liability under the statute and establishes a maximum damage cap of \$5,000. For purposes of this Advisory, two important elements of Chapter 84, Section 15 will be highlighted from the perspective of municipal risk management.

Breach- Breach of duty requires two key elements: (1) notice of the condition, and (2) an opportunity to repair the defect. A person filing a claim must establish that the municipality had either actual or constructive notice of the defect prior to the accident. In addition, they must also prove the municipality had a reasonable opportunity to repair the defect prior to the loss and failed to do so.

Notice of Claim- a person intending to file a road defect claim must provide written notice to the municipality within (30) days of the incident. The written notice must contain specific information sufficient to allow a municipality to investigate.

For a more complete understanding of Chapter 84, Section 15 please refer to the attached link which includes the actual statute. [M.G.L. Chapter 84, Section 15](#)