



**Village of Hampshire  
Public Works Department  
Street Maintenance Division  
POTHOLE POLICY**

Potholes form when water or moisture seeps into the pavement, freezes and causes the pavement to expand and push up. When the temperature starts to rise above freezing, the ice which formed under the pavement melts and causes cracks. Vehicles that drive over the cracks can cause the pavement to break and rise.

When the Public Works Department becomes aware of a pothole, they do the following:

In the winter, only 'cold patch' is available for asphalt plants, so crews will fill the hole with asphalt and tamp it down. This is a temporary repair until warmer weather and 'hot mix' asphalt is available.

In the warmer months (approximately April thru November), crews will fill small potholes and tamp the asphalt into place. For larger potholes, they will sawcut an area to be repaved as a larger patch.

The Village cannot inspect all roadways all the time, and it is possible for a pothole to go unnoticed for a matter of weeks or even months depending on how well travelled a roadway or alley is.

When the Street Department receives a report of a pothole, it has five (5) working days to patch the pothole unless weather conditions or other constraints prevent the pothole from being patched that quickly.

The Village does not repair potholes on State, County or Township owned roadways or the Tollway.

#### Claims:

If you would like to file a claim to seek reimbursement from the Village, please first read this entire policy to determine if your claim is plausible. The Village of Hampshire cannot assume responsibility/liability for damage caused by weather related events/conditions, damages caused by other vehicles/motorists, or unreported road debris or conditions.

In order to file an insurance claim, a police report **MUST** be filed with the Village of Hampshire Police Department. The report must be prepared before any damage is repaired and the driver must be able to prove that the damage was caused by a pothole that had already been determined to need repair. You can call 630-232-8400 for the Police Department dispatch that will send a patrol officer to your location. You will need to have the following information available for the Police Report:

- Driver Information including name, address, phone number, date of birth, and driver's license
- Vehicle Information including make-model-year of vehicle, license plate number, Vehicle Identification Number (VIN), and name and address of owner of owner is not the driver
- Insurance Information including name of company, policy number, and expiration date

To make a claim, contact the Village of Hampshire Finance Department at 847-683-2240, extension 25.

The following information will need to be provided to the Village to be able to properly review the claim:

- Police Report
- Pothole Location (by intersection or address, side of the road, etc.)
- Picture of vehicle specific damage
- Two Repair Estimates

The Village evaluates each claim based upon standards set forth by Illinois Court of Claims and the Tory Immunity Act. Under the Act, willful and wanton negligence is needed to be found against the Village. The Village must be given prior notice of a condition and be allowed an adequate length of time to repair the condition. The Village cannot accept responsibility for incidents where direct liability is not clear or for circumstances outside of the control the Village. Please note, response time could be extended in the event of severe weather or other circumstances.

To Report a Pothole:

For Village owned roadways, contact the Public Works Department at 847-683-9489.

For State owned roadways, contact the Illinois Department of Transportation at 800-452-4368.

For County owned roadways, Contact the Kane County Division of Transportation at 630-584-1170.

For Township owned roadways, Contact the Hampshire Township Highway Commissioner at 847-683-4485.

For the Tollway, dial \*999 while driving on the tollway to report a pothole.