

11 November 2019

Anthony Jordan
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REF: NZT-4444

Dear Anthony

Thank you for your email of 18 October 2019 which seeks further information about the maintenance of roads.

You have asked which agency is responsible for the maintenance of New Zealand roads and, in the event a vehicle's wheels, tyres or suspension is damaged on those roads, who the owner of that vehicle should approach. New Zealand's network of state highways is managed by the NZ Transport Agency. Other New Zealand roads are managed by the relevant local authority.

In the event that a vehicle suffers damage as a result of a road maintenance issue, the matter should be referred to the agency responsible for the management of the road the damage occurred on. In the event this is the Transport Agency, we can be contacted on 0800 444 449.

You have also asked for the timeframe in which potholes are required to be repaired on roads that are managed by the Transport Agency. The answer to this depends on the state highway concerned, and the provisions in the Transport Agency's contract with its maintenance supplier for the state highway in question. As a general principle, potholes will be repaired on an interim or permanent basis within 48 hours of the Transport Agency being notified of their existence.

If, as your correspondence suggests, your vehicle has been damaged by a defect on a state highway, I strongly encourage you to report the matter to the Transport Agency so that the matter can be reviewed. You can do so by phoning the Transport Agency on 0800 444 449, or by contacting us through our online form, available at: www.nzta.govt.nz/contact-us/feedback-or-comments/.

Yours sincerely



Wayne Oldfield
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