



## TOWN OF ANDOVER

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### CLAIMS OFFICER

36 BARTLET STREET  
ANDOVER, MA 01810  
(978) 623-8218

*TWatkins@andoverma.gov*

# ***POTHOLE CLAIMS PROCEDURE***

*Claimants begin the process by mailing a letter to the Town*

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***This law requires that anyone seeking reimbursement for losses must submit a written claim within THIRTY (30) days of the incident which led to the damages to:***

**Tom Watkins, Insurance Coordinator  
Town of Andover  
36 Bartlet Street  
Andover, MA 01810**

**Claim letters should contain, as a minimum, the following information necessary to evaluate the claim:**

- 1) Name, address and daytime phone number of the claimant.
- 2) The exact date, time and location of the damage claimed. Location must be a street number or distance from nearest intersection in order to determine the precise location.
- 3) A brief explanation of why the driver could not have avoided the hazard/defect.
- 4) Copies of invoices for out of pocket expenses.
- 5) The approximate mileage on any item replaced so that item can be appropriately depreciated in the event that the claim is found to be meritorious.

All properly filed claims will be evaluated. If it is determined that there is liability on the part of the Town and none on the part of the claimant an offer in settlement will be made by the Town.

Potential claimants should remember that potholes and frost heaves are naturally occurring conditions at times on Andover's over 200 miles of paved roads and that under the law the claimant has the burden of proof that the town is negligent.