

Town of Ashburnham – Pothole Claims Procedure

Claims Officer – Mary Calandrella – Assistant to the Town Administrator
mcalandrella@ashburnham-ma.gov

The 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:

*Town of Ashburnham
Attn: Mary Calandrella
Assistant to the Town Administrator
32 Main Street
Ashburnham, MA 01430*

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

- Name, address and daytime phone number.
- The exact date, time and location of the damage claimed.
- A brief explanation of why the driver could not have avoided the hazard/defect in the road.
- Copies of invoices for out of pocket expenses.
- The approximate mileage on any item replaced so that the item can be appropriately depreciated in the event that the claim is found to be meritorious.

All properly filed claims will be evaluated by the Town's insurance company. If it is determined that there is liability on the part of the Town and none on the part of the claimant, a reimbursement for the loss will be issued.

You should remember that potholes and frost heaves are naturally occurring conditions at times on Ashburnham's 100 miles of paved roads and that under the law the claimant has the burden of showing that the Town was negligent.

Please feel free to contact Mary Calandrella at 978-827-4100 extension 109.
