

5 October 2023

██████████  
██████████  
Northern Advocate  
████████████████████

REF: OIA-13673

Dear ██████████

**Request made under the Official Information Act 1982**

Thank you for your email of 1 August 2023 requesting the following information under the Official Information Act 1982 (the Act):

*How many people had claims for compensation to fix cars damaged on Northland roads accepted each year for the last three years?  
How much were these claims worth?  
How many people had claims for compensation to fix cars damaged on Northland roads declined over the same period?*

On 29 August 2023, we notified you that your request has been deemed as outside the principles of the Act as, in accordance with Section 12(2) of the Act, it has not been specified with due particularity. On 20 September 2023, you advised us that you were interested in compensation claims from both Waka Kotahi NZ Transport Agency and our contractors, and a new request was opened.

Complaints that claim road condition has caused damage to a vehicle are assessed on a case-by-case basis. Waka Kotahi and our contractors investigate to see if there are any grounds which mean further action by Waka Kotahi, or our contractor is warranted.

Waka Kotahi has a duty to take reasonable care to prevent foreseeable incidents on the state highway network. We can't prevent all issues from occurring and need to prioritise our maintenance work on the state highway network. We undertake remedial work once we or our contractors learn of a defect on the road.

No claims for vehicle damage on Northland roads have been paid out by Waka Kotahi in the last three years. Our systems are unable to show how many claims were declined.

Please see the table below which shows the number and value of claims paid out by the Network Outcomes Contract contractor for the Northland region, Fulton Hogan.

	2021	2022	2023
<b>Number of claims accepted</b>	0	7	0
<b>Value of claims paid</b>	\$0	\$11,110.78	\$0
<b>Number of claims declined</b>	19	69	129*

\*Up to September 2023

In line with Waka Kotahi policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with Waka Kotahi, please contact Kaity Alexander, Media Manager by email to [kaity.alexander@nzta.govt.nz](mailto:kaity.alexander@nzta.govt.nz)

Yours sincerely



**Wayne Oldfield**

Senior Manager, Maintenance and Operations