



The Honorable Timothy A. Brandson
Terrapin City Council
Terrapin City Courthouse
77 Griffin Street
Terrapin, Va. 23777

March 11, 2017

Mr. James Gills
706 Highest Avenue
Terrapin, Va. 23777

Mr. Gills:

First and foremost, I would like to express my deepest appreciation for the correspondence you have sent over to the City Council's Office in reference to the potholes and the process of fixing those potholes on your road, Highest Avenue. While the members of city council, myself included understand your frustration, the process by which we repair the potholes is quite extensive.

Potholes are reported by either city staff that come across them during their routine street inspections, or they can be reported by citizens like yourself—citizens that care about our city and want to make sure that its issues are being resolved. Once a pothole is reported, it is added to our repair timeline, which includes a primary inspection by a city official in which said official assesses the validity of the report and the severity of the damage. Following the inspection, the official will rank its importance, and the potholes are usually filled within a two-month period from the initial report.

I asked our staff to do some digging through our records, and I can convey that the initial report of potholes on Highest Avenue came in just three weeks ago. I can also report that following their evaluation, the potholes on your street were ranked a #3 priority, #1 being the highest priority and #5 being the lowest priority.

While the potholes may not be fixed this week or even within the next two weeks, you can expect repairs to be completed by the end of March or into the beginning of April. Should you have any other questions about the process, I would encourage you to contact our City Maintenance & Development Manager, Jim Gates. Thank you for your continued service and dedication to the city and best wishes for a wonderful afternoon.

In Service,

Timothy A. Brandson
City Councilor & Chair
Terrapin City Council