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Town Manager

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How to Submit a Pothole Claim

To submit a claim for property damage or injury due to a defect on a Town road, written notice must be provided within 30 days to:

Town Manager's Office
50 Billerica Road
Chelmsford, MA 01824

Such written notice must contain the following:

- Name, address, and daytime phone number
- Date and time of incident
- Exact location of incident
- Description of what occurred and why the driver could not have avoided the defect
- Description of damage or injury (include year/make/model of vehicle)
- Signature of claimant

Additionally, the following may be included with the claim:

- Photos
- Estimates/invoices/receipts
- Police report

Claims for damage or injury due to defects on Town roads and ways fall under the jurisdiction of Massachusetts General Laws, c.84, §§ 15-19. Once a claim is received, the Town's insurer will determine whether the Town is liable under state statute. They will then contact the claimant directly.

If the damage occurred on a State road, the claim must be filed directly with the State at:

MassDOT
10 Park Plaza
Boston, MA 02116
ATTN: Claims Department – Room 3740