PROCESS TO REPORT A PROBLEM ON THE ROADS

Please note that if you are reporting a defect outside normal working hours – Monday to Friday 8.30am to 5pm – and you believe it is an urgent problem and a risk to public safety, please phone the police on 101.

1. If you are able to, please take photographs of the problem

2. Note the exact location. This will be required to report the issue.

3. You can report the problem directly by clicking on the yellow link below. This will take you to the Somerset Council main page for reporting any problem with the roads:

Report a problem on the road (somerset.gov.uk)

https://www.somerset.gov.uk/roads-travel-and-parking/report-a-problem-on-the-road/

You will have the option to report any of the following issues:

- Pot holes, road damage and edge loss
- Drains and gullies
- Mud on the road
- Report a problem with a street light
- Traffic light fault
- Bridges and retaining walls
- Unauthorised use of roadside verge
- Abandoned vehicles
- Report a problem with a tree by the road
- Road markings

- Flooding on the road
- Hazard on the road
- Pavements and cycle paths
- Snow and ice on the road
- Harmful or poisonous weeds
- Vehicle parked on grass verge
- Overgrown verge or hedge
- Flyposting and graffiti
- Road signs and bollards

- Anything else

4. You will be given a reference number once you have reported the problem this way you can log back in to check progress.

5. If you are unable to report the problem yourself, please email Street Parish Council, officer@street-pc.gov.uk with all of the information above and an officer will report this problem on your behalf.

6. Councillors reporting problems directly are requested to inform the Parish Council office for tracking purposes and to copy Somerset Councillor Leyshon and Carswell into the notification email.