

## Report it

This is a step by step guide of how to create an account, how to report a service request and how to check the progress of your service request.

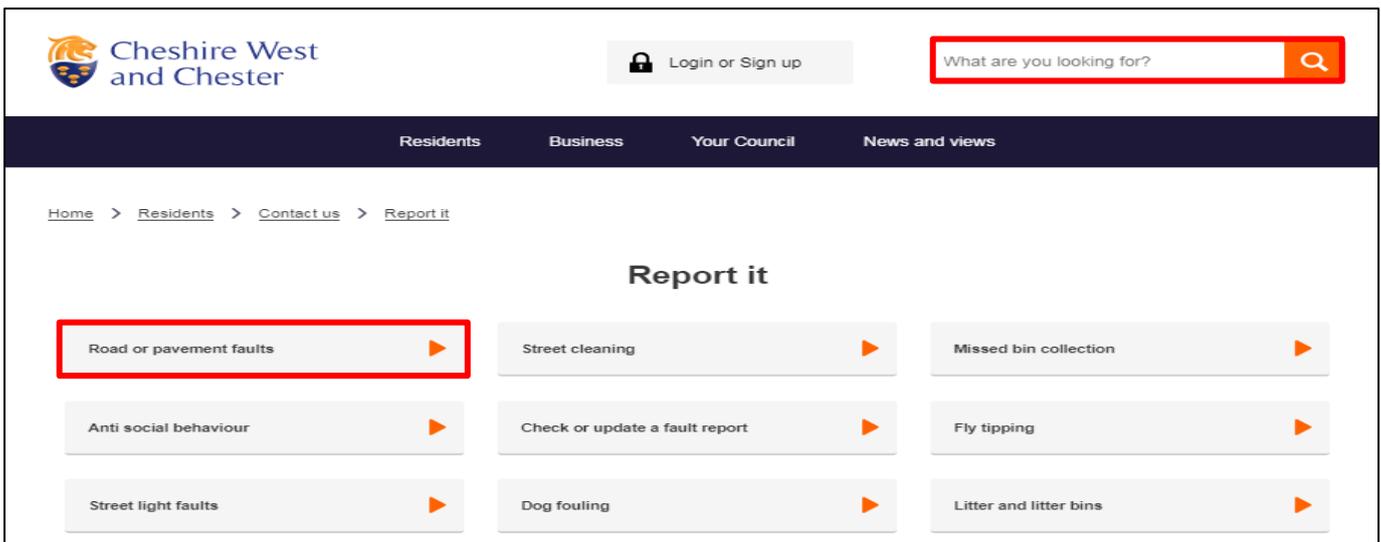
You can report Highways and StreetCare issues online using the following link:

<https://www.cheshirewestandchester.gov.uk/residents/contact-us/report-it/report-it.aspx>

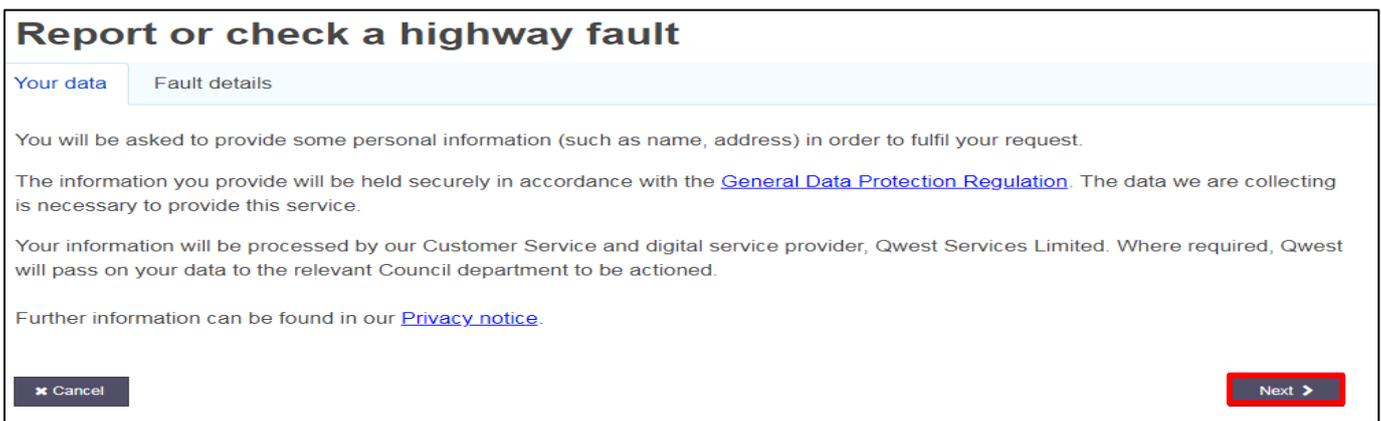
- **To create an account** and save time in the future, please click the 'Login or Sign Up' button to register your details (this is optional).



- **To report a service request**, choose the relevant subject (e.g. road or pavement fault) by either clicking the button or by using the search field.



- Please read the GDPR statement which informs you of how the Council will use your data. Click 'next' once you have read the statement.



- Click 'Report a new fault'.

## Report or check a highway fault

Your data   **Fault details**   Your details

What would you like to do? \*

Report a new fault ✓

Check or update an existing report

- The report it form contains the relevant fields that you need to complete in order to report your service requests (the green ticks appears once completed)
- When adding the location of the issue by street name or postcode, a map will allow you to pinpoint the exact location.
- You can add further information, description and photographs which will help to identify the issue you have raised.
- Once you have completed the form, click 'next'.

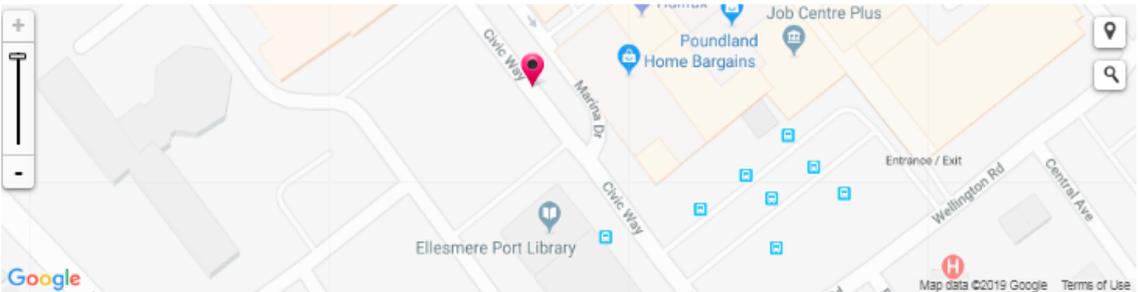
Type of issue \*    ✓

Fault \*    ✓

Search for a street or postcode    ✓

Select street    ✓

Please click on the map to provide a more accurate location of the fault ✓



Additional location information to help us find the fault \* ✓ ⓘ

76

Description of the fault \* ✓ ⓘ

18

ⓘ e.g. large pothole in middle of carriageway. Max 1000 characters

Upload Photograph

Drop files here to upload:

Accepted file types: .jpeg, .jpg, .jpe Uploaded: 0/1

- Add your contact details and click 'submit'. If you have created an account and are logged in your details will automatically appear.

**Report or check a highway fault**

Your data    Fault details    **Your details**

First Name \*    Catherine    ✓

Last name \*    Jackson    ✓

Email \*    catherine.jackson@cheshirewestandchester.gov.uk    ✓

Phone number    01606 271881    ✓

< Previous    ✕ Cancel    ✓ Submit

- Once submitted, you will be given a summary of the service request that you have submitted. This will contain a unique reference number and an estimated timeframe that you will receive a response within.

**Thank you for your report.**

**Your reference number is 4858433**

**Fault type:** Footway - Cracked Paving

**Location:** Raised paving flag on the approach to the pedestrian crossing (library side)

The reported issues will be inspected within five working days. In line with Cheshire West & Chester Council's inspection and repairs procedures, if repair work is required it will be categorised as follows:

**Category 1:** Defects on the pavement, which pose an immediate risk will be repaired with 24 hours

**Category 2:** Defects on the road which pose an immediate risk will be repaired within five working days. In some cases, urgent works may include temporary repairs to make the area safe. However, more permanent works will be completed at a later date.

- **To check the progress of your service request** you can do so by clicking the 'check or update a fault report' button on the main Report it page and clicking the relevant area (e.g. Highways, StreetCare).

**Report it**

Road or pavement faults ▶	Street cleaning ▶	Missed bin collection ▶
Anti social behaviour ▶	<b>Check or update a fault report ▶</b>	Fly tipping ▶
Street light faults ▶	Dog fouling ▶	Litter and litter bins ▶

- Click the 'check or update a fault report' button and enter the unique reference number you were given when you submitted your service request. Click 'next'.

### Report or check a highway fault

Your data   **Fault details**   Enquiry details   Status history

What would you like to do? \*

Report a new fault

Check or update an existing report

Existing reference number

- You will then see a summary of your service request and be able to add any more information you have on the 'status history' tab.

### Report or check a highway fault

Your data   **Fault details**   Enquiry details   Status history

Reference number	4858433
Date reported	26 February 2019
Report details	Highway Maintenance - Footway
Current status	In progress - waiting for inspector to visit site. The fault will be inspected within 5 working days