

Highways

Activity / service request	Standard
Belisha Beacons, illuminated road signs/bollards	<p>If you report an issue regarding Belisha Beacons, illuminated road signs or bollards:</p> <p>We will deal with emergency call outs within 2 hours of notification to ensure safety.</p> <p>We will repair standard flickering lights within 5 working days.</p> <p>We will deal with routine replacement of knocked down Belisha Beacons, illuminated signposts within 25 working days.</p> <p>We will deal with routine replacement of an illuminated bollard shell within 1 working day.</p> <p>We will deal with routine replacement of an illuminated bollard base within 15 working days (in these cases a temporary bollard with amber flashing lights will be installed.)</p>
Accidents on the public highway - Traffic Management Only	<p>We will be on site within 2 hours (If there is a road traffic accident where Highways assistance is required.)</p>
Blocked gullies	<p>If you report a blocked gully we will deal with emergencies within 3 hours (if 50% or more of the gullies in a particular road are blocked and there is a threat of flooding.)</p> <p>The standard response time is 5 working days (for a single gully)</p>
Broken/uneven paving and dislodged kerbstones	<p>We will carry out an emergency repair within 3 hours.</p> <p>Standard repair will be carried out within 5 working days.</p>
Footpath crossings	<p>We will send an application form for a footpath crossing within 7 working days after all of the relevant checks have been carried out.</p> <p>We will deal with queries or requests for information regarding footpath crossings within 3 working days.</p>

Keys/mobile phone down gully	We will respond to the customer within 3 hours.
Footway/carriageway adoption enquiry	If you report before 4pm you will be responded to within 1 working day.
Manhole covers (missing, broken, damaged, dislodged) on the footway or carriageway	We will deal with emergencies within 3 hours. We will deal with standard repairs within 5 working days.
Request for new directional road signs	If you report before 4pm you will be contacted within 1 working day. To process an application and erect a sign takes approx one month.
Potholes on footway or carriageway	We will deal with emergencies within 3 hours. We will deal with standard repairs within 5 working days.
Public Utility Works	Emergency: 4 hours. Standard: 14 working days. Note: As it is the utility companies responsibility to carryout the repairs it is difficult for the Highways department to fully control the response times. If the time runs over, the Network Management Team will update the customer if required as they chase the utility company for updates.
Renewal or maintenance of road markings	We take 30 working days to renew faded existing road markings. (not applicable for new road marking requests)
Restoration of grass verge after company work	We will deal with an emergency within 4 hours. We will deal with a standard request within 14 working days. Note: As it is the utility companies responsibility to carryout the repairs it is difficult for the Highways department to fully control the response times. If the time runs over, the Network Management Team will update the customer if required as they chase the utility company for updates.

Carriageway and/or footway gritting	If you report before 4pm we will respond to queries or requests for information by the end of the next working day.
Street furniture	We will deal with emergencies and repair within 3 hours We will deal with standard reports within 30 working days.
Street lighting – general	We will contact the customer within 7 working days with an update.
Street lighting faults	We will resolve the following problems as follows: Within 2 hour for emergencies: e.g. missing door covers; exposed wiring; leaning lamp column; anything where lampposts appear to be dangerous Within 5 working days: e.g. flickering lights, lights out, lights working during the day. Within 25 days to replace a knocked down column. The following services are carried out by the local electricity company and therefore there is the possibility of additional delays beyond the 25 days: Carrying out repairs to damaged electric underground cables
Supporting emergency services on the highway	We will be on site within 1 hour for an emergency (issues arising such as fire/explosion/evacuation etc.)
Surplus materials/barriers after roadworks	In an emergency we will remove within 3 hours eg, barriers strewn across road causing hazard Standard requests will be dealt with within 5 working days.
Temporary traffic orders	We will deal with an emergency within 2 working days. We will respond as standard within 30 working days.
Temporary traffic lights	We will deal with applications within 14 working days. We will deal with repairs within 3 hours if lights are broken or faulty.
Total flooding of the highway	We will be on site within 1 hour.

<p>Street licence for excavation works on the highways</p>	<p>If you have reported before 4pm we will deal with emergency applications within 2 working days.</p> <p>Standard applications will be dealt with in 10 working days for traffic sensitive roads and 40 working days for non-traffic sensitive roads.</p>
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